

Need a technician? Contact TIMCOD

Scan the QR code or open the contact page. The numbers of our 7 agencies (reception and technical hotline) are on the last page.

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



Home › Repair › Barcode scanner troubleshooting › Datalogic › Matrix 120

TROUBLESHOOTING GUIDE

Datalogic Matrix 120 troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Datalogic documentation, Matrix 120 Product Reference Guide (Datalogic) and Matrix 120 Quick Reference Guide (821005025 Rev. E) (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the Datalogic Matrix 120 product page →

In brief. The Datalogic Matrix 120 is the entry-level industrial fixed-mount scanner in the Matrix family: a compact 2D imager, in serial + USB or serial + Ethernet versions, with a WVGA or 1.2 MP sensor (wide-angle, polarised and ESD variants). It has neither a display nor a trigger: it reports its status through seven lights, a beeper and a single X-PRESS button, and is configured with the DL.CODE software. According to the Datalogic reference guide, most no-reads are resolved with the three-position focus screw, the mounting angle and the Setup function. This guide brings together 24 entries: lights and beeps, focusing, triggering, Ethernet, USB, serial, fieldbus, DL.CODE and reset. Click a question to open its entry.

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

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



- **The scanner does not read, or the host receives nothing:** start with the [scanner does not read](#) entry, then see the [reading](#), [transmission](#) and [connection](#) sections.
- **The scanner cannot be found in DL.CODE:** see the [Ethernet](#), [USB](#) and [serial connection](#) entries.
- **The problem keeps coming back:** the [preventive maintenance](#) section explains how it reduces this type of fault.

What do the lights and beeps on my Datalogic Matrix 120 mean? Find your signal

The Matrix 120 reports its status through seven lights on the housing, a beeper and, in X-PRESS mode, by flashing the light of the current function. The table links each signal described by Datalogic to its cause and to the troubleshooting entry.

Signal	Lights (Datalogic guide)	Likely cause	Entry
All lights flash for one second	● ● ● all	Normal start-up (reset or restart)	The scanner does not switch on
PWR light on	blue	The scanner is powered	The scanner does not switch on
NET light on	● yellow	On-board Ethernet connection active	Scanner greyed out in DL.CODE

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



Signal	Lights (Datalogic guide)	Likely cause	Entry
READY light on	● green	The scanner is ready to operate	<u>The scanner does not scan</u>
GOOD light on	● green	Successful read	<u>Test mode</u>
TRIGGER light on	● yellow	Reading phase in progress, external trigger input active	<u>Triggering</u>
COM light permanently on	● yellow	Communication on the main serial port; stays on with a fieldbus via CBX500 (polling)	<u>Fieldbus</u>
STATUS light on	● red	NO READ result: no valid code decoded	<u>NO READ</u>
STATUS flashes on its own in Test mode	● red	No code read during the test	<u>Test mode</u>
STATUS and READY flash together	● ● red and green	Diagnostic error	<u>Diagnostic error</u>
All lights flash for about 3 seconds (button held at power-on)	● ● ● all	Environment reset window	<u>Reset</u>
All lights solid after power-on	● ● ● all, solid	The scanner has entered the Loader program	<u>Loader mode</u>

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



Signal	Lights (Datalogic guide)	Likely cause	Entry
Aim light flashing, laser on	—	Focus/Aim mode active	<u>Laser aiming</u>
3 high beeps	the Setup or Learn light stops flashing	Setup, Learn or reset successful	<u>X-PRESS button</u>
1 long low beep	the Setup or Learn light stops flashing	Setup failed (about 5 s) or Learn failed (about 3 min), nothing is saved	<u>Long low beep</u>
Green spot activated after Learn	● green spot	Code learned successfully	<u>Learn function</u>

The signals come from the “Indicator and Keypad Button”, “X-PRESS Human Machine Interface” and “Step 3 - X-PRESS Configuration” sections of the Datalogic Matrix 120 Product Reference Guide. A dash means that the guide does not specify the colour of the light.

Datalogic Matrix 120 lights and beeps: what do they mean?

Simultaneous flashing, solid lights at start-up, long low beep: the error signals described in the Datalogic reference guide.

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



Why are the STATUS and READY lights on my Datalogic Matrix 120 flashing at the same time?

Lights: STATUS (red) and READY (green) flash together.

Short answer: According to Datalogic, this double flashing indicates a diagnostic error. Details of the error can be obtained from the Diagnostic page of the DL.CODE monitor, or by enabling the sending of diagnostic messages on the scanner's interfaces.

LIKELY CAUSE

The Datalogic reference guide states that the Matrix 120 signals an error condition by flashing the STATUS light (red) and the READY light (green) simultaneously. The lights do not say which error it is: the list of error conditions ("Diagnostic Error Conditions") can be read on the Diagnostic page of the DL.CODE monitor.

WHAT TO DO

1. Connect a PC with DL.CODE to the scanner, preferably via Ethernet or USB (see [Ethernet](#) and [USB](#)).
2. Open the DL.CODE monitor and display the Diagnostic page: it shows the current error condition.
3. For the host to receive the information as well, enable the sending of diagnostic messages on the interfaces used.
4. Correct the cause indicated, then check that the two lights have stopped flashing together.

Source: [X-PRESS Human Machine Interface – Diagnostic Indication](#)  – Matrix 120 Product Reference Guide (Datalogic) (official documentation).



Why does the red STATUS light on my Matrix 120 come on when a product passes?

Light: STATUS (red) on.

Short answer: The red STATUS light indicates a NO READ result: the scanner was triggered but did not decode any valid code. Check the position of the code, the focus and the symbology, then run the Setup function again.

LIKELY CAUSE

According to the Datalogic reference guide, the STATUS light (red) indicates a no-read result (NO READ). By default, the scanner's output 1 is assigned to the same event: it activates when the code or codes expected during the reading phase have not been decoded.

WHAT TO DO

1. Check that the code passes through the reading field, at the distance set by the focus position (see [focusing](#)).
2. If several codes are expected, remember that, by default, all of them must be decoded to obtain a good read (see [several expected codes](#)).
3. Measure the static read rate with Test mode (see [Test mode](#)).
4. If the rate remains low, go back through the procedure in the [scanner does not read](#) entry.

Sources: [Indicator and Keypad Button; Outputs](#)  – Matrix 120 Product Reference Guide (Datalogic) · [Technical Features – User Interface](#)  – Matrix 120 Quick Reference Guide (Datalogic, 821005025 Rev. E) (official documentation).

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



Why does my Matrix 120 give a long low beep after the Setup or Learn function?

Beep: one long low beep · Light: the Setup or Learn light stops flashing.

Short answer: The X-PRESS procedure failed and nothing was saved: the Setup calibration did not complete within about 5 seconds, or Learn did not complete within about 3 minutes. Present a single code, legible and correctly positioned, then run the function again.

LIKELY CAUSE

The Datalogic reference guide describes two failures signalled by a long low beep. With Setup, if the scanner does not achieve image acquisition calibration within about 5 seconds, it exits the procedure without saving. With Learn, if automatic code learning is not complete within about 3 minutes, it likewise exits without saving. In both cases, the function's light stops flashing.

WHAT TO DO

1. Place a single code at the reading distance that corresponds to the chosen focus position (see [focusing](#)).
2. Activate Focus/Aim mode to position the code relative to the aiming laser (see [aiming](#)).
3. For Learn, check that the symbology is one of those the function recognises (see [Learn function](#)).
4. Run the function again: hold down the X-PRESS button until the Setup (or Learn) light comes on, then release it.
5. If it succeeds, the scanner gives three high beeps and the light stops flashing.

Source: [X-PRESS Human Machine Interface \(Setup; Learn\); Step 3 - X-PRESS Configuration](#) [↗](#) – Matrix 120 Product Reference Guide (Datalogic) (official documentation).

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



Why do all the lights on my Matrix 120 stay solid at start-up?

Lights: all permanently on after powering on with the X-PRESS button pressed.

Short answer: The scanner has entered its Loader program: the X-PRESS button was released too late during a reset attempt. Switch the power off and then on again to return to normal operation.

LIKELY CAUSE

According to the Datalogic reference guide, if you hold the X-PRESS button during power-on and release it after the general flashing ends, when all the lights stay permanently on, the scanner enters the Loader program sequence instead of resetting its environment.

WHAT TO DO

1. Switch off the power to the scanner, then restore it without touching the X-PRESS button: all the lights flash for one second and the scanner resumes normal operation.
2. If you wanted to reset the environment, start again, releasing and then pressing the button again during the flashing that lasts about 3 seconds (see [resetting](#)).

Sources: [Step 3 - X-PRESS Configuration – Reset Reader to Factory Default Environment](#) ↗ – Matrix 120 Product Reference Guide (Datalogic) · [Rapid Configuration – Reset Reader to Factory Default Environment](#) ↗ – Matrix 120 Reference Manual (Datalogic, 05/2017 edition) (official documentation).

My Datalogic Matrix 120 does not read barcodes: causes and solutions

Manual focus, aiming, mounting angle, triggering and conveyor speed: the settings Datalogic cites when the Matrix 120 does not decode.

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



Why won't my Datalogic Matrix 120 fixed-mount scanner read barcodes?

Symptoms: red STATUS light, no data transmitted, No Read output activated.

Short answer: First check that the focus position matches the distance of the code and that the scanner is tilted 10 to 20° relative to the label. Then run the X-PRESS button's Setup function with the code presented, and check the result in Test mode.

LIKELY CAUSE

The Datalogic reference guide makes reading depend on three settings: the reading distance, set by the focus screw and the reading diagrams for the model (WVGA or 1.2 MP); the position of the scanner ("pitch" or "skew" angle of 10 to 20°, "tilt" rotation of 0°, with the code remaining entirely within the field of view); and finally the image and code parameters, calibrated by the Setup function or by the DL.CODE Automatic Setup.

WHAT TO DO

1. Check the position of the focus screw on the back of the scanner and the actual distance of the code (see [focusing](#)).
2. Check the mounting: angle of 10 to 20° to the label, code entirely within the field (see [shiny surfaces](#)).
3. Activate Focus/Aim mode and position the code relative to the aiming laser (see [aiming](#)).
4. Run the Setup function: three high beeps confirm that the image parameters have been saved.
5. If the symbology is not yet configured, use the Learn function (see [Learn function](#)).
6. Check the read rate in Test mode (see [Test mode](#)).
7. For moving products, also check the exposure time (see [fast conveyor](#)).

For several symbologies, several image settings or code quality grading (Code Grading), Datalogic points to the DL.CODE manual configuration (Manual Setup) rather than the Automatic Setup.

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



Sources: [Step 2 - Mount and Position the Reader](#); [Step 3 - X-PRESS Configuration](#); [Step 5 - Device Configuration](#) [↗](#) – Matrix 120 Product Reference Guide (Datalogic) · [Installation Procedure](#); [Focus and Positioning](#) [↗](#) – Matrix 120 Quick Reference Guide (Datalogic, 821005025 Rev. E) (official documentation).

Why does my Matrix 120 struggle to read codes that are too close or too far away?

Symptoms: blurred image, reads correctly at one distance but not at another.

Short answer: The Matrix 120 focus is manual and is adjusted with a 2.5 mm hex key on the screw on the back of the scanner. Datalogic has calibrated three positions: 45, 70 and 125 mm on WVGA models, 45, 80 and 125 mm on 1.2 MP models. Choose the one that matches the distance of the code.

LIKELY CAUSE

According to Datalogic, the scanner is factory-calibrated at three focus positions, but the adjustment range is continuous to allow fine-tuning. A code placed outside the depth of field of the chosen position gives a blurred image and a no-read.

Caution: Do not turn the screw beyond the limits of the focus scale: Datalogic warns that the mechanism could be damaged.

WHAT TO DO

1. Measure the distance between the reading window and the code.
2. With a 2.5 mm hex key, turn the focus adjustment screw on the back of the scanner to the position closest to this distance.
3. Fine-tune between the marks if necessary: the range is continuous.
4. Run the Setup function again, then check in Test mode (see [Test mode](#)).
5. Once the application is set up, stick one of the focus locking labels supplied (five single-use adhesive labels) over the screw so that it can no longer be changed.

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



Wide-angle (WA) models without a polariser also use the 45, 80 and 125 mm positions, according to the quick start guide.

Sources: [Focus and Positioning](#)  – Matrix 120 Quick Reference Guide (Datalogic, 821005025 Rev. E) · [Step 3 - X-PRESS Configuration; Focus Lock Label \(Optional\)](#)  – Matrix 120 Product Reference Guide (Datalogic) (official documentation).

Why doesn't the aiming laser on my Matrix 120 fall in the centre of the code?

Light: Aim light flashing, aiming laser on.

Short answer: This is normal: the aiming laser cross is slightly offset from the centre of the field of view. Datalogic asks you to place the code a few millimetres to the left of the cross (8 mm according to the quick start guide), vertically centred.

LIKELY CAUSE

The Datalogic reference guide describes Focus/Aim mode: the aiming laser comes on and the Aim light flashes. The aiming pattern is vertically centred but offset a few millimetres to the right of the centre of the field of view, hence the instruction to place the code to the left of the cross.

Caution: The Matrix 120 is a Class 1M laser product (IEC 60825-1): do not look at the beam through an optical instrument. Datalogic asks you to switch off the power before opening the device for installation or maintenance.

WHAT TO DO

1. Power on the scanner: all the lights flash for one second, then the blue POWER ON light stays on.
2. Hold down the X-PRESS button until the Aim light comes on, then release it: the aiming laser comes on.

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



3. Place the code at the reading distance for your model, a few millimetres to the left of the aiming cross and vertically centred.
4. Press the button once to exit: the laser turns off after a short delay.

Sources: [X-PRESS Human Machine Interface \(Focus/Aim\)](#); [Step 3 - X-PRESS Configuration](#); [Laser Safety](#) [↗](#)
– [Matrix 120 Product Reference Guide \(Datalogic\)](#) · [HMI X-PRESS Interface](#); [Compliance – Laser Safety](#) [↗](#) –
[Matrix 120 Quick Reference Guide \(Datalogic, 821005025 Rev. E\)](#) (official documentation).

What does the bar graph shown by the lights on my Matrix 120 in Test mode mean?

Lights: the five X-PRESS lights form a bar graph; red STATUS flashing on its own in the event of a no-read.

Short answer: In Test mode, the five X-PRESS lights show the good read rate for the code presented as a bar graph. If only the red STATUS light flashes, no code is being read. Pressing the button exits Test mode, which also stops on its own after three minutes.

LIKELY CAUSE

According to Datalogic, Test mode is used to check static reading performance once focusing and the Setup function have been carried out.

WHAT TO DO

1. Hold down the X-PRESS button until the Test light comes on, then release it.
2. Present the code: the higher the bar graph rises, the higher the good read rate.
3. If only the red STATUS light flashes, redo the focusing and the Setup function (see [scanner does not read](#)).
4. Press the button once to exit Test mode; by default, it closes on its own after three minutes.

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



Source: [Step 6 - Test Mode; X-PRESS Human Machine Interface \(Test Mode\)](#)  – Matrix 120 Product Reference Guide (Datalogic) (official documentation).

Why doesn't my Matrix 120 trigger when a product passes the photocell?

Light: TRIGGER (yellow) stays off when the product passes.

Short answer: The yellow TRIGGER light comes on when the external trigger input is active. If it stays off, check the wiring and power supply of the photocell on input 1 (I1A/I1B) and the reading mode (One Shot or Phase). In DL.CODE, the input line type must be set to NPN, whether the wiring is NPN or PNP.

LIKELY CAUSE

The Datalogic reference guide states that in One Shot or Phase mode, an external trigger, for example a photocell, activates reading when the object enters the reading zone. Input 1 (External Trigger, terminals I1A and I1B, opto-isolated and polarity-insensitive) acts as the acquisition trigger in One Shot and as the start/stop command for the reading phase in Phase mode. Its active state is chosen in the software and a debounce filter is active by default. In Continuous mode, the scanner does not wait for a trigger.

Caution: According to Datalogic, the voltage on the Vdc/GND terminals of the CBX box powers the input sensor directly without going through the CBX switch: switch off the power before working inside the box. Do not exceed 30 Vdc between the input terminals.

WHAT TO DO

1. In DL.CODE, check the chosen reading mode (Continuous, One Shot or Phase Mode) and its parameters in the Reading Phase panel.
2. Check the photocell wiring on I1A/I1B and its power source (scanner power or external), using the PNP or NPN diagrams in the guide.

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



3. Set Input Line Type to NPN for each input used; the hardware wiring itself can be NPN or PNP.
4. Check the active level of the input and, if triggers are missed or multiplied, adjust the Debounce Filter parameter.
5. Pass a product through: the yellow TRIGGER light should come on for as long as the input is active.

Input 2 (I2A/I2B) acts as a second trigger in Phase mode, or as the command for storing the reference code when the Match Code option is active.

Source: [Inputs; Indicator and Keypad Button; Step 1 - Connect the System; Step 5 - Device Configuration](#) [↗](#)
– Matrix 120 Product Reference Guide (Datalogic) (official documentation).

Why won't my Matrix 120 read codes on a fast conveyor?

Symptoms: reads correctly when stationary in Test mode, no-reads when the conveyor is running.

Short answer: The code moves during exposure and the image becomes blurred. Datalogic sets a simple rule: the exposure time must not exceed the time the code takes to travel the width of one module. Reduce the exposure time or the line speed, taking the illumination mode into account.

LIKELY CAUSE

The Datalogic reference guide calculates the maximum line speed using the formula $LS_{max} = X / T_{exp}$, where X is the module size of the code and T_{exp} the exposure time. Example from the guide: with Very High Power Strobe illumination, an exposure time of 200 μs and a module of 0.254 mm, the maximum speed is about 1,270 mm/s. Lower code/background contrast and increasing code rotation, from 0 to 45°, reduce the permissible speed.

Caution: In Power Strobed illumination mode, the scanner automatically limits the exposure time to protect the LEDs from overheating, according to Datalogic.

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



WHAT TO DO

1. First check in Test mode, with the product stationary, that the code is read correctly (see [Test mode](#)).
2. Calculate the maximum exposure time: $T_{exp\ max} = X / LS$ (module size divided by line speed).
3. In DL.CODE, set the exposure time below this value.
4. For linear codes, if possible move the code parallel to the bars: the permissible speed is higher.
5. After any change to the internal illumination mode, check the exposure time again.

The Disabled illumination mode turns off the internal LEDs; it is used when the application uses external illumination.

Source: [Maximum Line Speed and Exposure Time Calculations](#)  – Matrix 120 Product Reference Guide (Datalogic) (official documentation).

Why won't my Matrix 120 read codes on a shiny surface?

Symptoms: no-reads on glossy labels, films or reflective parts.

Short answer: A scanner placed directly facing the code receives the reflection of its own illumination. Datalogic recommends tilting the scanner 10 to 20° relative to the label. For mounting at 90° above a reflective surface, Datalogic offers a polarised version.

LIKELY CAUSE

The quick start guide asks for an angle of 10 to 15° to the code to avoid direct reflections; the reference guide gives an ideal range of 10 to 20° for the angle (pitch or skew), with a rotation (tilt) of 0°. The Datalogic product page presents the polarised model as intended for mounting at 90° above reflective surfaces.

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



WHAT TO DO

1. Tilt the scanner 10 to 20° relative to the code surface using the mounting bracket.
2. Keep the entire code within the field of view: rotation of the code does not prevent reading as long as it stays within the field.
3. Run the Setup function again to recalibrate the image after changing the angle.
4. If the scanner must remain perpendicular to a shiny surface, find out about the polarised version (PLRZ) or the 90° deflection mirror available as an accessory.

Sources: [Installation Procedure](#)  – Matrix 120 Quick Reference Guide (Datalogic, 821005025 Rev. E) · [Step 2 - Mount and Position the Reader](#); [Available Models](#); [Accessories](#)  – Matrix 120 Product Reference Guide (Datalogic) · [Matrix 120: Stationary Industrial Scanner for Barcodes Matrix 120 - Datalogic](#)  – Datalogic product page (official documentation).

My Matrix 120 reads the code but transmits nothing: causes and solutions

A good read and the message sent to the host depend on the logic between the expected codes and on the data formatting in DL.CODE.

Why doesn't my Matrix 120 send anything even though one of the expected codes has been read?

Symptoms: a code is decoded, but the scanner concludes it is a no-read and does not transmit the message.

Short answer: By default, when several codes are expected, DL.CODE combines them with a logical AND: all must be decoded to obtain a good read. If a single code is enough, group them in the same XOR (exclusive OR) box in Good Read Setup.

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



LIKELY CAUSE

According to the Datalogic reference guide, a good read depends on the type of data collection chosen (Code Collection, Code Combination, Presentation or Match Code) and on the logic between the expected codes, which is a logical AND by default. The content sent to the host then depends on the message formatting (Data Formatting).

Caution: Datalogic advises against having the same signal trigger several events on the same edge, or the same channel trigger several with the same string: these events then occur in a random order and the scanner may behave unpredictably.

WHAT TO DO

1. In DL.CODE, open Good Read Setup and check the type of collection chosen; types unavailable in the current reading mode are greyed out.
2. To obtain a good read as soon as one code is decoded, drag the code icons into the same XOR box, then delete the box left empty.
3. To return to a logical AND, add a box with the Add icon and drag the codes into it.
4. In Data Formatting, check that the message (Message 1, Message 2...) contains the fields expected by the host, in the correct order.
5. Save the configuration to permanent memory (see [lost settings](#)).

Source: [Step 5 - Device Configuration \(Good Read Setup; Data Formatting\)](#)  – Matrix 120 Product Reference Guide (Datalogic) (official documentation).

My Matrix 120 does not communicate: Ethernet, USB, serial, fieldbus and outputs

The Matrix 120 communicates via Ethernet or USB depending on the model, via its main serial port, using industrial protocols and through its digital outputs.

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



Why does my Matrix 120 Ethernet appear greyed out in DL.CODE?

Symptoms: the scanner appears in the DL.CODE device list, but greyed out.

Short answer: A greyed-out device has been detected but is not on your local network. Click the scanner's spanner icon, identified by its serial number, and give it an IP address, subnet mask and gateway compatible with your network, provided by your network administrator.

LIKELY CAUSE

The Datalogic reference guide explains that DL.CODE displays all the devices on the local network, with those outside the LAN appearing greyed out. Ethernet models (part numbers xxx-x1x) have an on-board auto-crossover Ethernet interface: no crossover adapter is needed. The yellow NET light indicates an active Ethernet connection.

Caution: Datalogic asks that Ethernet and the data port only be connected to networks whose routing remains inside the plant or building.

WHAT TO DO

1. Check that the yellow NET light is on; if not, check the M12 Ethernet cable (CAB-ETH-MOx).
2. In DL.CODE, identify the scanner by its serial number.
3. Click the spanner icon to open the Device Environment Configuration window.
4. Enter the IP address, subnet mask and gateway suited to your network, then click OK.
5. The scanner reappears in colour in Online Devices with its new address: double-click it to select it.

With PROFINET IO, do not assign an address in the 169.254.x.x range, which is reserved according to Datalogic.

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



Sources: [Step 4A - Ethernet Device Discovery; On-Board Ethernet Interface; Indicator and Keypad Button](#) [↗](#)
– [Matrix 120 Product Reference Guide \(Datalogic\)](#) · [Compliance](#) [↗](#) – [Matrix 120 Quick Reference Guide \(Datalogic, 821005025 Rev. E\) \(official documentation\)](#).

Why doesn't my Matrix 120 USB appear in DL.CODE?

Symptoms: the scanner connected via USB is not detected by DL.CODE.

Short answer: The Matrix 120 USB needs the “Matrix USB Driver”, which must be ticked when installing DL.CODE; restarting the PC is then recommended. Click Getting Started: the scanner appears in Online Devices, not in the list of serial devices.

LIKELY CAUSE

According to the Datalogic reference guide, serial + USB models (part numbers xxx-x0x) connect to the PC with the CAB-1021 cable. The USB driver creates a virtual Ethernet connection whose IP address is fixed and cannot be changed; this is why the USB scanner has no spanner icon. A USB hub must supply 500 mA per port.

WHAT TO DO

1. If the driver is missing, run the DL.CODE installation again, ticking “Matrix USB Driver” (and “RS232 Serial Port Driver” if needed) in the welcome window, then restart the PC.
2. Connect the scanner with the CAB-1021 cable (or CAB-1051 if you use inputs/outputs), directly to the PC or to a hub capable of supplying 500 mA per port.
3. Wait for the scanner to finish starting up, then click Getting Started in DL.CODE.
4. Identify the scanner by its serial number in Online Devices and double-click it.

Source: [Step 4 - Installing DL.CODE Configuration Program; Step 4B - USB Device Discovery; Typical Layouts \(USB Connection\)](#) [↗](#) – [Matrix 120 Product Reference Guide \(Datalogic\) \(official documentation\)](#).

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



Why can't DL.CODE find my Matrix 120 connected via RS232?

Symptoms: the list of serial devices remains empty.

Short answer: Serial device discovery is disabled by default in DL.CODE. Enable “Enable Serial Device Discovery” in Options > UI Settings, set the communication parameters (115,200 bit/s by default), then click Getting Started.

LIKELY CAUSE

According to Datalogic, serial communication is supported from DL.CODE 1.4.0 onwards but is not enabled by default. It is slower and limits some DL.CODE functions: Datalogic advises configuring the scanner via Ethernet or USB when possible. The main serial port operates in RS232 or RS422 Full Duplex, from 2,400 to 115,200 bit/s.

Caution: According to the quick start guide, the RX- line must not be left floating (unconnected).

WHAT TO DO

1. In DL.CODE, open Options > UI Settings, then Global Settings and the Find Devices tab.
2. Tick Enable Serial Device Discovery and choose the serial parameters for your application (default baud rate: 115,200).
3. Preferably leave the Enable Automatic Device Discovery option unticked: it tries all baud rates (no parity, 8 data bits, 1 stop bit) and makes the search much longer.
4. Click OK, then Getting Started, and open the Serial Devices tab.
5. Check the RS232 wiring on the PC side: on a 9-pin connector, pin 2 = RX, pin 3 = TX, pin 5 = GND; on a 25-pin connector, pin 3 = RX, pin 2 = TX, pin 7 = GND.

Once a fieldbus has been configured via the CBX500 box, the main serial port is no longer available (see [fieldbus](#)).

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



Sources: [Step 4C - Serial Device Discovery; User Interface - Serial Host; Step 1 - Connect the System](#)  – Matrix 120 Product Reference Guide (Datalogic) · [Technical Features; Electrical Connections](#)  – Matrix 120 Quick Reference Guide (Datalogic, 821005025 Rev. E) (official documentation).

Why does the COM light on my Matrix 120 stay on permanently on a fieldbus network?

Light: COM (yellow) permanently on.

Short answer: This is normal with a fieldbus connection via the CBX500 box: the COM light stays on because of the master's cyclic polling. On Ethernet models, EtherNet/IP, PROFINET IO and Modbus TCP work without an external module.

LIKELY CAUSE

The Datalogic reference guide states that the COM light indicates active communication on the main serial port and that it stays on permanently with a fieldbus connection via CBX500, due to polling. In this architecture, the scanner is a slave node: a fieldbus card housed in the CBX500 (for example BM300 Profibus or BM400 DeviceNet) transmits the data to the host, which can also control the other CBX inputs/outputs through the scanner.

WHAT TO DO

1. Identify the type of connection: fieldbus via CBX500, or native Ethernet industrial protocol (EtherNet/IP, PROFINET IO, Modbus TCP Client) on an Ethernet model.
2. Before configuring the fieldbus, make the other configuration changes via Ethernet or USB: once the fieldbus is configured, the main serial port is no longer available.
3. With PROFINET IO, do not use an address in the reserved 169.254.x.x range.
4. On an Ethernet model, also check the configured communication channels: TCP Client, TCP Server, UDP or FTP Client.

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



Source: [Indicator and Keypad Button; Typical Layouts \(Fieldbus Connection\); On-Board Ethernet Interface](#) 
– Matrix 120 Product Reference Guide (Datalogic) (official documentation).

Why doesn't the output on my Matrix 120 control the PLC?

Symptoms: the PLC or the reject device does not receive the good read or no-read signal.

Short answer: By default, output 1 signals a no-read (No Read) and output 2 a good read. Check the output assignment in Output Setup, the line type set to NPN in DL.CODE and the electrical limits: 30 Vdc and 40 mA continuous maximum.

LIKELY CAUSE

According to the Datalogic reference guide, the outputs are fully programmable: activation and deactivation events, timeout, or both. Connected via the CBX box, they are opto-isolated and polarity-sensitive; their line type (Output Line Type) must be set to NPN for each output used.

Caution: If the outputs are powered by an external source, Datalogic asks you to keep the same voltage levels as those of the Matrix 120. Switch off the power before any work inside the CBX box.

WHAT TO DO

1. In DL.CODE, open Output Setup and check the event assigned to each output (default: output 1 = No Read, output 2 = Good Read).
2. Set Output Line Type to NPN for each output used.
3. Check the wiring (PNP or NPN diagrams, powered by the scanner or externally) and the polarity.
4. Respect the limits: 30 Vdc maximum, 40 mA continuous or 130 mA pulsed.
5. Save the configuration to permanent memory.

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



Source: [Outputs; Step 5 - Device Configuration \(Output Setup\)](#) [↗](#) – Matrix 120 Product Reference Guide (Datalogic) (official documentation).

My Matrix 120 does not power on: power supply and grounding

Supply voltage, connection via the CBX box or via USB, and grounding: the checkpoints given by Datalogic.

Why won't my Matrix 120 power on?

Lights: PWR (blue) off, no flashing at start-up.

Short answer: At power-on, all the lights should flash for one second, then the blue PWR light stays on. If it stays off, check the source: 5 to 30 Vdc for a direct connection, 10 to 30 Vdc via a CBX box, supplied by a computer or a UL-listed LPS or Class 2 power supply.

LIKELY CAUSE

The Datalogic reference guide states that the PWR light (blue) indicates that the scanner is powered, and that all the lights flash for one second at start-up or restart. The quick start guide sets the supply voltage at 5–30 Vdc, or 10–30 Vdc with a CBX box.

Caution: According to Datalogic, installation is reserved for qualified personnel. Switch off the power before opening the CBX box or the device.

WHAT TO DO

1. Check the cable connected to the scanner's M12 connector: CAB-1011 to the CBX box, CAB-1021 or CAB-1051 for USB.

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



2. With a CBX100 or CBX500 box, measure the voltage on the Vdc/GND terminals (10 to 30 Vdc) and check the CBX power switch.
3. With USB, connect the scanner directly to the PC or to a hub capable of supplying 500 mA per port.
4. Connect the scanner chassis to the installation's earth with a flat copper braid shorter than 100 mm, and the CBX "Earth" terminal to a good earth.
5. Power on again and check that all the lights flash for one second.

When to call a technician: the scanner stays off with a compliant power supply: according to Datalogic, only qualified and authorised personnel may access the internal parts.

Sources: [Indicator and Keypad Button](#); [Power Supply](#); [Important Warnings](#)  – Matrix 120 Product Reference Guide (Datalogic) · [Technical Features – Electrical](#); [Compliance](#)  – Matrix 120 Quick Reference Guide (Datalogic, 821005025 Rev. E) (official documentation).

How do I configure and reset a Matrix 120? X-PRESS button and DL.CODE

The X-PRESS button handles the essentials without a PC; DL.CODE manages the full configuration, saving it and authentication.

How does the X-PRESS button on my Matrix 120 work?

Beeps: three high beeps when Setup or Learn succeeds.

Short answer: Press once: the STATUS light responds. Then hold the button down: the lights cycle in the order Test, Focus/Aim, Setup, Learn; release on the function you want. A single press exits the current function.

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



LIKELY CAUSE

According to the Datalogic reference guide, the scanner's button is software-programmable and by default launches the X-PRESS interface, which gives access without a PC to four functions: Test, Focus/Aim, Setup and Learn. Successful Setup or Learn is confirmed by three high beeps. For Learn, cancellation by a press takes effect after a short delay.

WHAT TO DO

1. Press the button once: the STATUS light gives visual feedback.
2. Hold the button down: the lights come on in turn for Test, Focus/Aim, Setup then Learn.
3. Release the button when the light for the function you want is on.
4. To exit a function, press the button once.
5. If the button no longer launches X-PRESS, check in DL.CODE the function assigned to it: it is programmable.

Sources: [Indicator and Keypad Button; X-PRESS Human Machine Interface \(X-PRESS Functions\)](#)  – Matrix 120 Product Reference Guide (Datalogic) · [HMI X-PRESS Interface](#)  – Matrix 120 Quick Reference Guide (Datalogic, 821005025 Rev. E) (official documentation).

Why has my Matrix 120 forgotten the first code learned with the Learn function?

Symptoms: after a second learning operation, the first code type is no longer read.

Short answer: The X-PRESS button's Learn function only saves a single symbology: each new learning operation replaces the previous one. To read several codes, use the DL.CODE Auto-Learn function.



LIKELY CAUSE

According to Datalogic, Learn automatically detects and configures an unknown code (type and length) and saves the image processing and decoding parameters. It does not recognise postal codes, Pharmacode, MSI, Standard 2 of 5 or Matrix 2 of 5.

WHAT TO DO

1. Present a single code, of the symbology to be learned, at the correct reading distance.
2. Hold down the X-PRESS button until the Learn light comes on, then release it: the light flashes during learning.
3. If it succeeds, the green spot activates, the light stops flashing and the scanner gives three high beeps.
4. With no result after about 3 minutes, a long low beep signals failure (see [long low beep](#)).
5. For several symbologies, or for those that Learn does not recognise, configure the codes in DL.CODE.

The guide specifies that the “Grade A Barcode Test Chart” cannot be used to set the Code 128 symbology.

Sources: [X-PRESS Human Machine Interface \(Learn\)](#); [Step 3 - X-PRESS Configuration](#)  – Matrix 120 Product Reference Guide (Datalogic) · [HMI X-PRESS Interface](#)  – Matrix 120 Quick Reference Guide (Datalogic, 821005025 Rev. E) (official documentation).

How do I reset my Datalogic Matrix 120 to factory defaults with the X-PRESS button?

Lights: all flash for about 3 seconds · Beeps: three high beeps at the end of the procedure.

Short answer: Hold the X-PRESS button during power-on until all the lights flash together, for about 3 seconds. During this flashing, release and then press the button again: three high beeps confirm that the environment parameters, including



the IP address, have returned to their default values.

LIKELY CAUSE

The Datalogic reference guide presents this optional procedure, “Reset Reader to Factory Default Environment”, in the quick setup. It resets the scanner's environment parameters, including the default IP address. Saved configurations remain in memory, but the Default configuration becomes the start-up configuration.

DATALOGIC PROCEDURE

1. With the scanner powered off, hold down the X-PRESS button.
2. Power on the scanner while keeping the button pressed, until all the lights flash simultaneously for about 3 seconds.
3. During this flashing, release the button and then press it again.
4. The scanner gives three high beeps and switches to operating mode after a few seconds.
5. If necessary, reconfigure the IP address (see [Ethernet](#)) and reselect your working configuration, still in memory, in DL.CODE.

If you release the button after the flashing ends, when all the lights stay solid, the scanner enters the Loader program: switch the power off and on again (see [Loader mode](#)).

Sources: [Step 3 - X-PRESS Configuration – Reset Reader to Factory Default Environment](#)  – Matrix 120 Product Reference Guide (Datalogic) · [Rapid Configuration – Reset Reader to Factory Default Environment](#)  – Matrix 120 Reference Manual (Datalogic, 05/2017 edition) (official documentation).

Why does DL.CODE close before I can configure my Matrix 120?

Symptoms: DL.CODE stops at first launch, at the end of the trial or after loading the activation file.

Short answer: At first launch, DL.CODE requires authentication: login with a Datalogic account, account creation, offline access with an activation file or a 15-day trial. If no choice is made, at the end of the trial or if the activation file does



not work, the software closes.

LIKELY CAUSE

The Datalogic reference guide specifies that login is mandatory. Offline, DL.CODE displays a machine identifier (Machine ID) to be sent to Datalogic technical support, which provides an activation file. The 15-day trial can neither be extended nor reused, even with another version of DL.CODE. The guide also gives the PC requirements: Windows 8 or 10, 1 GB of RAM, a 100 Base-T Ethernet port; Windows XP, Windows 7 and Windows Embedded are not supported.

WHAT TO DO

1. Download the DL.CODE mini-DVD .zip file, extract it keeping the folder structure, run start.hta then the Install DL.CODE link.
2. For a serial + USB model, tick “Matrix USB Driver” and, if needed, “RS232 Serial Port Driver” in the welcome window, then restart the PC.
3. At first launch, choose Login (existing Datalogic account), Sign up (account creation), Offline Login or Start trial.
4. Offline: click Offline Login, note the Machine ID displayed by your version of DL.CODE, send it to Datalogic technical support, then load the file you receive with Load Activation File.
5. During the 15-day trial, register online or offline before it expires.

When to call a technician: the activation file does not work: DL.CODE displays an error and closes, and Datalogic asks you to contact its technical support.

Source: [Step 4 - Installing DL.CODE Configuration Program; Login; DL.CODE System Requirements](#)  – Matrix 120 Product Reference Guide (Datalogic) (official documentation).

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



Why has my Matrix 120 lost its settings after a restart?

Symptoms: the settings made in DL.CODE have disappeared after a power cut.

Short answer: Changes made in DL.CODE remain in temporary memory until they are saved. Use “Save on Device” to write them to permanent memory, then make a backup to file.

LIKELY CAUSE

According to the Datalogic reference guide, the configuration must be saved from temporary memory to permanent memory, which overwrites the previously saved version; for a lengthy configuration, Datalogic advises saving often. The Default configuration can be neither modified nor deleted, and Datalogic guarantees at least 50 configurations in permanent memory (without scripts or with scripts of fewer than 2,048 characters). An environment reset with the X-PRESS button also makes the Default configuration active at start-up.

WHAT TO DO

1. In DL.CODE, click Save on Device after each set of settings.
2. Give the new configuration a name or overwrite an existing configuration: the Default configuration remains intact.
3. Once the configuration has been checked, run a backup to file from DL.CODE.
4. If the scanner starts on the Default configuration after a reset, reselect your configuration in the Open Device Configuration window: it is still in memory (see [resetting](#)).

Source: [Reader Configuration; Automatic Setup Configuration; Step 5 - Device Configuration](#) [↗](#) – Matrix 120 Product Reference Guide (Datalogic) (official documentation).

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



Installing a Matrix 120 without damaging it: Datalogic precautions

Handling, mounting and operating conditions recommended by Datalogic for this precision scanner.

What precautions does Datalogic give for installing a Matrix 120 without damaging it?

Symptoms: scratched or stained reading window, scanner out of adjustment after work on the line.

Short answer: Datalogic asks you not to drop the scanners or let them knock against each other, not to adjust them by striking the scanner or its bracket, not to weld them in place and not to spray paint nearby. In hot environments, use a metal mounting bracket.

LIKELY CAUSE

The Datalogic reference guide describes the Matrix 120 as a precision product: it withstands vibration and shocks once correctly installed, but must be handled with care before and during installation. Welding can cause electrostatic or thermal damage and harm the reading window; paint spray can also damage it. The quick start guide gives an operating range of 0 to 45 °C and an IP65 protection rating.

Caution: According to Datalogic, only qualified and authorised personnel, trained in optical and electrical risks, may access the internal parts; any change to the intended use of the product is prohibited.

WHAT TO DO

1. Handle each scanner separately, without letting them knock against each other or fall.
2. Adjust the position by loosening the bracket, never by striking the scanner or its mount.

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



3. Do not weld the scanner and do not spray paint near the reading window.
4. In hot environments, mount the scanner on a metal bracket and stay within the 0 to 45 °C range.
5. After any mechanical work, check reading in Test mode (see [Test mode](#)).

Sources: [Handling; Important Warnings](#)  – Matrix 120 Product Reference Guide (Datalogic) · [Technical Features – Environmental](#)  – Matrix 120 Quick Reference Guide (Datalogic, 821005025 Rev. E) (official documentation).

When should you call a technician for a Datalogic Matrix 120 scanner?

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

- **Scanner still off with a compliant power supply:** Only qualified and authorised personnel may access the internal parts, according to Datalogic (see [the scanner does not power on](#)).
- **DL.CODE activation file rejected:** DL.CODE displays an error and closes; Datalogic asks you to contact its technical support (see [DL.CODE closes](#)).

Avoiding recurring faults on the Datalogic Matrix 120 scanner: preventive maintenance

Worn battery, degraded reading, lost settings: 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:

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



Preventive battery replacement

Recommended every 18 to 24 months, for removable batteries.

General check of the devices

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

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).

Datalogic Matrix 120 scanner troubleshooting: frequently asked questions

How do I reset a Datalogic Matrix 120?

Hold down the X-PRESS button during power-on, until all the lights flash together for about 3 seconds. During this flashing, release and then press the button again. The scanner gives three high beeps: the environment parameters, including the IP address, return to their default values, and the Default configuration becomes the start-up configuration. [See the detailed entry.](#)

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



What do the STATUS and READY lights flashing together mean on a Matrix 120?

According to Datalogic, this double flashing indicates a diagnostic error. The nature of the error can be read on the Diagnostic page of the DL.CODE monitor, or by enabling the sending of diagnostic messages on the scanner's interfaces. [See the detailed entry.](#)

How do I adjust the focus on a Matrix 120?

Focusing is manual: turn the screw on the back of the scanner with a 2.5 mm hex key. Datalogic has calibrated three positions, 45, 70 and 125 mm on WVGA models, 45, 80 and 125 mm on 1.2 MP models. Do not turn the screw beyond the limits of the scale. [See the detailed entry.](#)

Why does the Matrix 120 appear greyed out in DL.CODE?

A greyed-out device has been detected but is not on your local network. Click the scanner's spanner icon, identified by its serial number, and give it an IP address, subnet mask and gateway compatible with your network. [See the detailed entry.](#)

What does a long low beep mean on a Matrix 120?

It signals the failure of an X-PRESS function: the Setup calibration did not complete within about 5 seconds, or Learn did not complete within about 3 minutes. Nothing has been saved. Present a single code, correctly positioned, and run the function again. [See the detailed entry.](#)

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



Do you need a Datalogic account to use DL.CODE with a Matrix 120?

Yes, authentication is mandatory at first launch: login with a Datalogic account, account creation, offline access with an activation file or a 15-day trial. Offline, the Machine ID displayed by DL.CODE must be sent to Datalogic technical support, which provides the activation file. [See the detailed entry.](#)

Why does a Matrix 120 lose its configuration after a restart?

Settings made in DL.CODE remain in temporary memory until they are saved. Click “Save on Device” to write them to permanent memory, then make a backup to file. [See the detailed entry.](#)

Sources consulted

All the causes, procedures and signals in this guide come from the pages of the official Datalogic documentation listed below, consulted on 20 October 2026.

- [Matrix 120 Product Reference Guide \(ENG\) – chapters Compliance, Handling, Rapid Configuration, Introduction, Installation, CBX Electrical Connections, Typical Layouts, Reading Features and beginning of Software Configuration](#) [↗](#) – Matrix 120 Product Reference Guide (Datalogic, © 2018-2026) **official**
- [Matrix 120 Quick Reference Guide – Serial USB and Serial Ethernet Models](#) [↗](#) – Matrix 120 Quick Reference Guide (Datalogic, 821005025 Rev. E) **official**
- [Matrix 120 Reference Manual – Rapid Configuration](#) [↗](#) – Matrix 120 Reference Manual (Datalogic, 05/2017 edition) **official**
- [Matrix 120: Stationary Industrial Scanner for Barcodes Matrix 120 - Datalogic](#) [↗](#) – Datalogic product page **official**

The “Backup and Restore Through DL.CODE”, “Restore Defaults”, “Diagnostic Alarms”, “Maintenance” (cleaning), “Troubleshooting” and “USB-HID (Keyboard Wedge) Configurations” chapters of the Matrix 120 Product Reference Guide (beyond page 117), as well as the DL.CODE User's Manual 1.9 and 1.12 and the

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



DL.CODE 2.0.2 release notes, 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 Matrix 120](#)
- All troubleshooting guides for Datalogic scanners and mobile computers (PowerScan 9100, PowerScan 9500, PowerScan 9600, Matrix 220, Matrix 320, Falcon X4, Falcon X60 / X65, Memor X3, Skorpion X3, Skorpion X4, Skorpion X40/X45, Skorpion X5)
- [Maintenance and repair of Datalogic scanners](#)
- [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)

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page



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

📞 RECEPTION	+33 3 74 45 45 35
🔧 TECHNICAL HOTLINE	+33 3 74 45 45 37

TIMCOD Île-de-France

10 A rue Blaise Pascal, Bâtiment C
78990 Élancourt

📞 RECEPTION	+33 1 77 04 86 26
🔧 TECHNICAL HOTLINE	+33 1 77 04 86 30

TIMCOD Est

7 rue Icare
67960 Entzheim

📞 RECEPTION	+33 3 68 33 29 10
🔧 TECHNICAL HOTLINE	+33 3 68 41 90 80

TIMCOD Ouest

7 bis rue Augustin Fresnel
44470 Carquefou

📞 RECEPTION	+33 2 28 00 99 99
🔧 TECHNICAL HOTLINE	+33 2 28 00 99 84

TIMCOD Rhône-Alpes

40 route de Lyon, PA de Chambetière
69960 Corbas

📞 RECEPTION	+33 4 26 22 15 20
🔧 TECHNICAL HOTLINE	+33 4 26 22 15 15

TIMCOD Sud-Ouest

3 impasse de los Appares
31790 Saint-Jory

📞 RECEPTION	+33 5 34 66 61 46
🔧 TECHNICAL HOTLINE	+33 5 34 66 76 88

TIMCOD Sud-Est

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

📞 RECEPTION	+33 4 42 60 78 78
🔧 TECHNICAL HOTLINE	+33 4 42 60 78 76

PDF version of the page <https://www.timcod.fr/reparation/en/barcode-scanner-troubleshooting/datalogic/matrix-120>, updated on 21 October 2026.

Need a technician? Contact TIMCOD

Scan the QR code or go to www.timcod.fr/contact · numbers of our 7 agencies on the last page

