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TROUBLESHOOTING GUIDE

Datalogic Memor X3 troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Datalogic documentation, Memor X3 Mobile Computer User's Manual (822001591) (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the Datalogic Memor X3 product page →

In brief. The Datalogic Memor X3 is an end-of-life compact mobile computer running Windows CE 6.0 Pro or Core, with a 25-key numeric keypad and a laser scanner, a 2D imager or a linear imager. On this model, the charging light is to the right of the display and the scanning light to the left. The points Datalogic covers in most detail are charging (at least 4 hours before first use), the three types of restart, saving the registry and files to non-volatile memory, Wi-Fi through the Summit Client Utility, and the charging and Ethernet cradles. This guide brings together 25 entries drawn from the user manual, the safety addendum and the cradle guides. Click a question to open its entry.

- **A light comes on or flashes:** find the signal in the [lookup table](#) and open the matching entry.
- **The device does not start, freezes or loses its settings:** see [the device does not switch on](#), [Windows CE frozen](#), [factory configuration](#) and [forgotten settings](#).

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- **The scanner does not read or the cradle does not work:** see [the scanner does not read](#), [Ethernet cradle](#) and [four-slot cradle](#).
- **The problem keeps coming back:** the [preventive maintenance](#) section explains how it reduces this type of fault.

What do the lights on my Datalogic Memor X3 mean? Lookup by signal

The Memor X3 indicates scanning with the left light, the keypad mode with the centre light and charging with the right light. The taskbar also shows the battery and keypad status, and the cradles have their own lights. The table links each signal to its cause and to the solution entry.

Light or message	Lights (Datalogic documentation)	Likely cause	Entry
Right light solid red	● solid red (right)	Battery charging	Charge the battery
Right light solid green	● solid green (right)	Charging complete	Charge the battery
Right light flashing red	● flashing red (right)	Charge fault	Charge fault
Left light red while SCAN is pressed	● red (left)	Scanning in progress, from pressing the trigger until decoding	The scanner does not scan

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Light or message	Lights (Datalogic documentation)	Likely cause	Entry
Left light green	● green (left)	Barcode decoded	<u>Barcode read but nothing appears</u>
Centre light solid yellow	● solid yellow (centre)	Keypad yellow function mode	<u>Keypad modes</u>
Centre light solid blue	solid blue (centre)	Keypad blue function mode	<u>Keypad modes</u>
Centre light pink	pink (centre)	Caps lock (CapsLock) enabled	<u>Keypad modes</u>
Locked keypad icon in the taskbar	—	Keypad locked by the blue key	<u>Locked keypad</u>
Nothing lights up after pressing ON/OFF	—	Battery not sufficiently charged: the device refuses to start	<u>The mobile computer does not turn on</u>
Clean boot confirmation (type 1 or 0)	—	Clean boot requested with Esc + 0 after a cold boot	<u>Factory configuration</u>
Ethernet cradle: charging light off during charging	○ off	Temporary suspension of spare battery charging	<u>Cradle light off</u>

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Light or message	Lights (Datalogic documentation)	Likely cause	Entry
Ethernet cradle: left Ethernet light off	○ off	No network link	Ethernet cradle
Four-slot cradle: green power light	● solid green	Cradle powered	Four-slot cradle

The states of the device's lights come from the “LED Status” table (section 4.4.1) of the Memor X3 manual; those of the cradles from the “Memor X3 Single Ethernet Dock” and “Memor X3 Four Slot Dock Charger” guides. Note: unlike the Skorpion models, the Memor X3's charging light is on the right and its scanning light on the left. A dash indicates that the page consulted does not specify the light state; blue and pink are described in the text.

Datalogic Memor X3 charging light flashing: cause and solution

The only device error signal documented by Datalogic is the right light flashing red.

Why does the right light on my Datalogic Memor X3 mobile computer flash red?

Light: charging light (to the right of the display) flashing red.

Short answer: On the Memor X3, the charging light is to the right of the display; according to the Datalogic manual, red flashing indicates a charging fault. Check the room temperature, the power supply and the condition of the battery, then restart charging.



LIKELY CAUSE

The “LED Status” table associates the charging light flashing red with a charging fault (charge fault). The manual and the safety addendum set charging between 0 and 40 °C, with a Datalogic-approved power supply or a USB-IF compliant USB port.

Caution: Do not short-circuit the battery contacts with metal objects (coins, paper clips, pens), including when carrying a spare battery. Keep it away from fire, heat sources, direct sunlight, microwave ovens, tumble dryers and induction hobs; do not puncture, crush or immerse it.

WHAT TO DO

1. Remove the device from the cradle or disconnect the cable.
2. Recharge in a room between 0 and 40 °C.
3. Use only a Datalogic-approved power supply; over USB, only a USB-IF compliant port.
4. Inspect the battery: do not use a damaged battery.
5. Restart charging and check that the right light changes to solid red.

Chapter 2.1 and the addendum state 0 to 40 °C; the technical specifications in the manual and the cradle guides use 0 to 36 °C. Staying within the narrower range avoids any ambiguity.

Sources: [4.4.1 LED Status](#) – Memor X3 Mobile Computer User's Manual (822001591) · [2.1 Charging the Battery Pack](#) – Memor X3 Mobile Computer User's Manual (822001591) · [5.1 Technical Data](#) – Memor X3 Mobile Computer User's Manual (822001591) · [Memor X3 Mobile Computer Safety & Regulatory Addendum](#) – Safety & Regulatory Addendum (852000724 Rev. A) (official documentation).

My Datalogic Memor X3 scanner no longer reads barcodes: causes and solutions

The scanning technique depends on the engine (laser, 2D imager or linear imager); symbologies are set in the Decoding applet.

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Why does the scanner on my Datalogic Memor X3 mobile computer not read barcodes?

Light: the scanning light (on the left) stays red and does not turn green.

Short answer: The right technique depends on the scan engine: laser, 2D imager or linear imager. On the linear model, the light bar must cross the barcode from end to end, at an angle of no more than 30° from the perpendicular; if the left light does not turn green, check that the symbology is enabled.

LIKELY CAUSE

According to section 4.2, the scanning light lights red from pressing the trigger until decoding, then stays green for an adjustable time after a successful scan. Each engine has its own aiming method.

Caution: Laser version: “LASER LIGHT - DO NOT STARE INTO BEAM”, class 2 laser product, do not look into the beam. The imager illumination is a class 1M LED.

WHAT TO DO

1. Laser version: point at the barcode within the reading range while pressing the SCAN key.
2. 2D imager version: point at the barcode and press SCAN or the pistol grip trigger.
3. Linear imager version: the light bar must cross the whole barcode; hold the device at no more than 30° from the perpendicular to the barcode.
4. Open the Decoding applet and check in Reader Parameters that the barcode's symbology is enabled (see [barcode type rejected](#)).
5. Clean the device with a slightly damp cloth, without alcohol, corrosive products or solvents.

The operating range stated is -10 to +50 °C for the laser and 2D imager models.

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Sources: [4.2 Data Capture](#) · [4.4.1 LED Status](#) · [2.3 Cleaning the Mobile Computer](#) · [5.1 Technical Data](#) · [Laser Safety](#) – Memor X3 Mobile Computer User's Manual (822001591) (official documentation).

Why does my Datalogic Memor X3 refuse to read a type of barcode?

Symptoms: one barcode type is never decoded, the others go through.

Short answer: Symbologies are enabled in the Decoding applet, under Reader Parameters (for example Code 39 and its check digit control). Enable the rejected symbology, then save with File > Save so that the setting survives the next restart.

LIKELY CAUSE

According to sections 4.5.1 and 4.5.2, Reader Parameters is used to enable or disable symbologies and their options; File > Save saves to non-volatile memory.

WHAT TO DO

1. Tap the Decoding icon: a drop-down menu opens.
2. Open the configuration, under Reader Parameters.
3. Enable the symbology concerned and check its options, such as the check digit control.
4. Save with File > Save: the setting is written to non-volatile memory and is not lost at the next restart.

The Scan Parameters branch sets the beeper, the light and the laser timeout.

Sources: [4.5.1 Data Capture Configuration](#) · [4.5.2 Configure](#) – Memor X3 Mobile Computer User's Manual (822001591) (official documentation).

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Barcodes read by my Datalogic Memor X3 do not reach the application: causes and solutions

When the left light turns green but nothing is entered, keyboard emulation (Wedge) is the cause.

Why do the barcodes read by my Datalogic Memor X3 not appear in my application?

Symptoms: the left light turns green but the field stays empty.

Short answer: The barcode is decoded but is not sent as keyboard input. Tap the Decoding icon: the last item in the drop-down menu, Wedge, enables keyboard emulation.

LIKELY CAUSE

According to section 4.5.1, the last item in the Decoding icon menu (Wedge) enables keyboard emulation (Wedge Emulation).

WHAT TO DO

1. Tap the Decoding icon.
2. In the drop-down menu, select Wedge to enable keyboard emulation.
3. Place the cursor in the application field and scan the barcode again.
4. If the setting disappears on restart, see [forgotten settings](#).

Source: [4.5.1 Data Capture Configuration](#) [↗](#) – Memor X3 Mobile Computer User's Manual (822001591) (official documentation).

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My Datalogic Memor X3 does not connect over Wi-Fi, Bluetooth or to the PC: causes and solutions

Wi-Fi through the Summit Client Utility, Bluetooth through Bluetooth Manager, PC connection through WMDC, ActiveSync or FTP, and Ethernet cradle.

Why does my Datalogic Memor X3 mobile computer not connect to Wi-Fi?

Symptoms: no network access, not connected status in the SCU.

Short answer: The Memor X3's 802.11 a/b/g/n Wi-Fi is configured in the Summit Client Utility (SCU). Create the network profile (Scan, Configure, Commit), select it, then check the connection in the Status tab.

LIKELY CAUSE

According to the manual, the radio is on by default and is switched off in the Wireless Communications applet; the connection relies on an SCU profile.

Caution: Use only the supplied antenna or an approved antenna. People with a pacemaker must keep the device more than 25 cm away; switch it off in healthcare facilities, near airbags and in explosive atmospheres.

WHAT TO DO

1. Open the SCU: Start > Programs > Summit > SCU, or double-tap Wi-Fi in the Control Panel.
2. Profile tab: enter the network or tap Scan and choose the ESSID.
3. Tap Configure to set up security, then Commit to save the profile.
4. Select the profile and check the connection in the Status tab.
5. If the radio has been switched off, switch it back on in the Wireless Communications applet.

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After waking from sleep, reassociation with the access point can take up to 30 seconds.

Sources: [3.4 WLAN Connection](#) · [4.5.7 Wireless Communications](#) · [3.7 Wireless and Radio Frequencies Warnings](#) – Memor X3 Mobile Computer User's Manual (822001591) (official documentation).

Why does my Datalogic Memor X3 not detect my Bluetooth device?

Symptoms: empty discovery list in Bluetooth Manager.

Short answer: Bluetooth on the Memor X3 is off by default and its range is about 10 metres. Switch the radio on in Bluetooth Manager, bring the devices closer together, make them discoverable and start Discovery.

LIKELY CAUSE

According to sections 3.5 and 4.6.2, the Bluetooth radio is supplied switched off, has a range of about 10 m and takes around ten seconds to reinitialise after waking from sleep.

WHAT TO DO

1. Open Bluetooth Manager; if the radio is off, the device offers to enable it. You can also enable it in the Settings tab.
2. Make the other device discoverable and place it within 10 m.
3. Connections tab: choose a device type, or Discovery > Discover.
4. Choose the service and its options; if you tick Authentication, enter the PIN code of the remote device.
5. To be visible to another device, tap Find Me: the Memor X3 remains discoverable for 60 seconds.
6. After waking from sleep, wait around ten seconds for the radio to reinitialise.

If Bluetooth was on at shutdown, it switches back on automatically at the next start-up.

Sources: [3.5 WPAN Connections](#) · [4.6.2 Bluetooth Manager Device Setup](#) – Memor X3 Mobile Computer User's Manual (822001591) (official documentation).

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Why does my computer not recognise my Datalogic Memor X3?

Symptoms: no synchronisation with the PC.

Short answer: The Memor X3 connects to the PC with a standard micro-USB cable, or through the single cradle with a mini-USB cable. Synchronisation is handled by Windows Mobile Device Center on Windows Vista or 7, and by ActiveSync on Windows XP.

LIKELY CAUSE

According to sections 3.1 and 4.6.1, the USB link follows the USB 2.0 standard and WMDC is only compatible with Windows Vista and Windows 7; it works over USB, RS-232 or Bluetooth.

WHAT TO DO

1. Install WMDC (Vista, 7) or ActiveSync (XP) on the PC.
2. Connect the device with a micro-USB cable, or place it in the single cradle connected to the PC with a mini-USB cable.
3. In WMDC, accept the licence, choose Set up your device, the synchronisation types and a device name.
4. Serial connection: cable 94A051022 for the device alone, null modem cable 94A051020 for the single cradle. The cradle's power supply is then only needed for charging.

Sources: [3.1 USB Connection](#) · [3.3 RS232 Connection](#) · [4.6.1 Windows Mobile Device Center](#) – Memor X3 Mobile Computer User's Manual (822001591) (official documentation).

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Why does my Datalogic Memor X3 not recognise my USB keyboard or flash drive?

Symptoms: connected peripheral has no effect.

Short answer: USB keyboards and flash drives are connected with cable 94A051024, at USB 1.1, and must not draw more than 100 mA. A peripheral that draws more will not be powered correctly.

LIKELY CAUSE

Section 3.2 of the manual: the maximum current draw must stay below 100 mA.

WHAT TO DO

1. Use cable 94A051024, designed for peripherals.
2. Check that the peripheral draws less than 100 mA.
3. Try another USB 1.1 compatible peripheral.

Source: [3.2 Connection to USB Peripherals](#)  – Memor X3 Mobile Computer User's Manual (822001591) (official documentation).

How can I access the files on my Datalogic Memor X3 via FTP?

Short answer: The Memor X3's FTP server is enabled with a registry file (.reg), followed by a warm boot. It can then be reached over the Wi-Fi network, at the device's IP address, from Windows Explorer or an FTP client.

LIKELY CAUSE

Section 4.6.3 describes how to enable the FTP server and specifies that it is accessible through the WLAN interface.

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PROCEDURE

1. Create a .reg file that enables the FTP server and allows anonymous connection, as described in the manual.
2. Copy it to the device with ActiveSync.
3. Run the .reg file on the device.
4. Perform a warm boot.
5. On the PC, enter the device's IP address in the Explorer address bar or in an FTP client.

The server enabled in this way accepts anonymous connections, according to the manual.

Source: [4.6.3 FTP Server Setup](#) – Memor X3 Mobile Computer User's Manual (822001591) (official documentation).

Why does the Ethernet cradle for my Datalogic Memor X3 not communicate with the network?

Light: left Ethernet light off on the cradle (solid green = link, flashing green = activity).

Short answer: On the single Ethernet cradle, the left light off means that no link has been established. Check that the selector is set to “Ethernet”, that the UTP CAT 5E cable is connected and that the cradle is powered: power is required for Ethernet communication.

LIKELY CAUSE

According to the cradle guide, the left light green indicates the link (solid) and activity (flashing); when it is off, there is no link. The right yellow light off indicates a 10 Mb connection, the only speed supported by this model.

Caution: Never connect this cradle to a PoE (Power over Ethernet) network: Datalogic warns of a risk of irreversible damage. Always make the connections with the power off and do not dismantle the cradle, or you will void the warranty.

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WHAT TO DO

1. With the cradle switched off, connect the cradle's Ethernet port to a hub or to the host port, preferably with a UTP CAT 5E cable.
2. Connect the recommended power supply to the cradle's socket.
3. Set the selector to the Ethernet position. Do not place the device in the cradle while switching from USB mode to Ethernet mode.
4. Configure the cradle with the CPDockCE application (Windows CE) or Dock Manager (Windows XP).
5. Check that the left light turns green.

Source: [Memor X3 Single Ethernet Dock](#) – Memor X3 Single Ethernet Dock (822001522 Rev. A) (official documentation).

The battery or cradle of my Datalogic Memor X3 does not charge: causes and solutions

Charging time, temperature range, battery replacement and storage, charging cradle lights.

How long should I charge the battery of my Datalogic Memor X3 before using it?

Light: right light solid red while charging, solid green when charging is complete.

Short answer: Datalogic asks you not to use the Memor X3 before at least 4 hours of charging. Charge it with the power supply, in the single cradle, or over USB with the device switched off, which is slower; the right light stays red during charging and turns green when it is complete.

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LIKELY CAUSE

Section 2.1 and the safety addendum set the minimum charge at 4 hours before use and describe the charging methods.

Caution: Charge between 0 and 40 °C, only with a Datalogic-approved power supply or a USB-IF compliant USB port. Slight warming during charging is normal.

PROCEDURE

1. Charge the device with its power supply or in the single cradle.
2. Over USB, connect the device directly to the computer; charging only takes place with the device switched off and takes longer.
3. A spare battery is charged in the charging slot of the single cradle or in the multi-battery charger.
4. Wait at least 4 hours before first use.
5. Check the right light: solid red while charging, solid green when charging is complete.

According to the single Ethernet cradle guide, a spare battery charges in at most 2 h (1100 mAh), 3 h (1430 mAh), 4 h (2000 mAh) or 5.5 h (2300 mAh); with the device placed in the cradle at the same time, allow 3, 4, 6 or 7.5 h.

Sources: [2.1 Charging the Battery Pack](#)  – Memor X3 Mobile Computer User's Manual (822001591) · [4.4.1 LED Status](#)  – Memor X3 Mobile Computer User's Manual (822001591) · [Memor X3 Mobile Computer Safety & Regulatory Addendum](#)  – Safety & Regulatory Addendum (852000724 Rev. A) · [Memor X3 Single Ethernet Dock](#)  – Memor X3 Single Ethernet Dock (822001522 Rev. A) (official documentation).

How should I replace the battery in my Datalogic Memor X3?

Short answer: Switch off the device, press the latch release and remove the cover. Insert the battery from the top, contacts side first, then the bottom, refit the cover and close the latch; Datalogic advises replacing it once a year.

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LIKELY CAUSE

Section 2.2 of the manual and the safety addendum describe the replacement and its precautions.

Caution: Risk of explosion if the battery is replaced by an incorrect type. Do not short-circuit its contacts, do not expose it to liquids and do not use a damaged battery. Dispose of used batteries in accordance with local regulations, separately from the device.

PROCEDURE

1. Switch off the Memor X3: do not replace the battery with the device switched on.
2. Press the latch release and remove the cover.
3. Remove the old battery.
4. Insert the new battery from the top (contacts side), then lower the bottom.
5. Refit the cover and close the latch.

When to call a technician: the manual restricts battery installation and charging to authorised personnel, following its instructions.

According to the technical specifications, the Memor X3 uses a 1-cell 1420 mAh Li-Ion battery or a 2-cell 2300 mAh battery; a small 30 mAh Ni-MH internal backup battery completes the set.

Sources: [2.2 Replacing the Battery Pack](#) – Memor X3 Mobile Computer User's Manual (822001591) · [5.1 Technical Data](#) – Memor X3 Mobile Computer User's Manual (822001591) · [Memor X3 Mobile Computer Safety & Regulatory Addendum](#) – Safety & Regulatory Addendum (852000724 Rev. A) (official documentation).

How should I store the spare batteries for my Datalogic Memor X3?

Symptoms: spare batteries empty or worn after a long period without use.

Short answer: Datalogic advises storing the device and spare batteries between 20 and 30 °C, without leaving them fully charged or almost empty for long periods.

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Recharge them every two to three months to keep them at a medium level.

LIKELY CAUSE

Section 2.1 and the safety addendum give these instructions to preserve battery life; the addendum also recommends replacing them once a year.

Caution: Do not store batteries near a heat source or in direct sunlight.

WHAT TO DO

1. Store the device and batteries between 20 and 30 °C.
2. Avoid leaving a battery fully charged or almost empty for long periods.
3. Recharge stored batteries every two to three months.
4. Carry spare batteries away from metal objects (coins, paper clips, pens).
5. Replace the batteries every year for better performance.

Sources: [2.1 Charging the Battery Pack](#) – Memor X3 Mobile Computer User's Manual (822001591) · [Memor X3 Mobile Computer Safety & Regulatory Addendum](#) – Safety & Regulatory Addendum (852000724 Rev. A) (official documentation).

Why does the charging light on my Datalogic Memor X3 cradle go off during charging?

Light: charging light on the single Ethernet cradle off, while a spare battery is in place.

Short answer: According to the single Ethernet cradle guide, this light can go off to indicate a temporary suspension of charging. It is solid red while the spare battery is charging and solid green when charging is complete.



LIKELY CAUSE

The “Memor X3 Single Ethernet Dock” guide describes the three states of the charging light: solid red (charging), solid green (charging complete), off (temporary suspension). The battery must be charged between 0 and 36 °C.

Caution: Do not dismantle the cradle: any tampering voids the warranty.

WHAT TO DO

1. Leave the battery in place: charging resumes after the suspension.
2. Check that the room is between 0 and 36 °C.
3. Check that the cradle's green power light is on: power is required for charging in all modes.
4. Use the recommended power supply (5 V, 2.5 A, part number 94ACC1324).

The rear slot of the cradle accepts 1100, 1430, 2000 and 2300 mAh batteries.

Source: [Memor X3 Single Ethernet Dock](#)  – Memor X3 Single Ethernet Dock (822001522 Rev. A) (official documentation).

Why does the four-slot cradle for my Datalogic Memor X3 not charge the mobile computers?

Light: cradle power light, solid green when the cradle is powered.

Short answer: The four-slot cradle has only one light, solid green when it is powered. If it is off, check the approved mains adapter (12 V, 5 A); if it is on, check that each device is pushed fully in and that the room is between 0 and 36 °C.

LIKELY CAUSE

The “Memor X3 Four Slot Dock Charger” guide describes the power light, how to insert the devices and the 0 to 36 °C charging range.

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Caution: Do not dismantle the cradle: it contains no user-serviceable parts and any tampering voids the warranty.

WHAT TO DO

1. Check the power light: solid green when the cradle is powered.
2. Use only a Datalogic-approved mains adapter, 12 V DC, 5 A maximum.
3. Insert each device from the top of the slot and push it down.
4. To remove a device, pull it upwards while holding the cradle.
5. Check that the room is between 0 and 36 °C for charging (cradle usable from 0 to 50 °C).

Source: [Memor X3 Four Slot Dock Charger](#)  – Memor X3 Four Slot Dock Charger (822001541 Rev. A) (official documentation).

Resetting and saving the settings of my Datalogic Memor X3: procedures

On the Memor X3, settings and applications only survive restarts if they are saved to non-volatile memory.

How can I restore my Datalogic Memor X3 mobile computer to its factory configuration?

Message: clean boot confirmation request; type 1 to start, 0 to cancel.

Short answer: Perform a clean boot: start a cold boot, release all keys as soon as the screen goes black, then, within one second, hold Esc and 0 until the confirmation request appears; type 1 to start, 0 to cancel. All applications and data in flash memory are lost.

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LIKELY CAUSE

According to section 4.3.1, the clean boot restores the factory configuration, including the registry and the file system.

Caution: The clean boot erases all applications and data stored in persistent flash memory.

PROCEDURE

1. Back up the applications and data you want to keep.
2. Start a cold boot (see [Windows CE frozen](#)).
3. Quickly release all keys when the screen goes black.
4. Within the next second, hold Esc and 0 until the clean boot confirmation appears.
5. Type 1 to start the clean boot, or 0 to cancel it.
6. At the next start-up, the system asks you to calibrate the touch screen.

Source: [4.3.1 Resetting the Memor X3](#) – Memor X3 Mobile Computer User's Manual (822001591) (official documentation).

Why does my Datalogic Memor X3 forget its settings after a restart?

Symptoms: symbolologies, Wedge or Windows settings reverted to their previous state.

Short answer: On the Memor X3, a setting is only kept if it is written to non-volatile memory. Save the scanning settings with File > Save in the Decoding applet and the Windows settings with Save Registry in the Registry applet.

LIKELY CAUSE

According to sections 4.5.2 and 4.5.5, File > Save prevents scanning settings from being lost at the next restart and Save Registry saves the Windows configuration to non-volatile memory.

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WHAT TO DO

1. Decoding applet: after making changes, choose File > Save.
2. Control Panel, Registry applet: tap Save Registry.
3. After restoring the factory configuration in the Registry applet, perform a warm boot, as the manual requires.

For files and applications, see [missing applications](#).

Sources: [4.5.2 Configure](#) · [4.5.5 Registry](#) – Memor X3 Mobile Computer User's Manual (822001591) (official documentation).

Why do the applications installed on my Datalogic Memor X3 disappear after a restart?

Symptoms: files or programs missing after a cold boot.

Short answer: Only files placed in non-volatile memory survive: the Backup folder and whatever has been saved with the Files Admin applet. Enable Safe Setup before installing a program and use Save Session to save the Windows folder.

LIKELY CAUSE

According to sections 4.5.6 and 4.7, Save Session saves the files in the \Windows folder to non-volatile memory, Safe Setup saves installations in the Backup folder, and the contents of the Backup folder, in flash memory, persist across restarts. A cold boot erases files that are not in flash memory.

Caution: A clean boot also erases the flash memory: back up elsewhere anything that must survive a return to the factory configuration.

WHAT TO DO

1. Before installing a program, enable Safe Setup in the Files Admin applet: the installation is saved in the Backup folder.

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2. After making a change, tap Save Session to save the \Windows folder to non-volatile memory.
3. Keep your working files in the Backup folder, which stays in place on restart.

Sources: [4.5.6 Files Admin](#) · [4.7 Backup Directory File Management](#) · [4.3.1 Resetting the Memor X3](#) – Memor X3 Mobile Computer User's Manual (822001591) (official documentation).

My Datalogic Memor X3 does not start, freezes or needs updating: causes and solutions

Startup, sleep mode, warm boot and cold boot, then firmware update with DFU.

Why does my Datalogic Memor X3 mobile computer not switch on when I press ON/OFF?

Symptoms: nothing lights up after pressing ON/OFF.

Short answer: The Memor X3 constantly monitors its battery level and refuses to start if the battery is not sufficiently charged. Insert a charged battery, place the device in a powered cradle or connect it to a mains charger.

LIKELY CAUSE

The safety addendum explains this behaviour, which is intended to maximise battery life. Section 4.1 points out that the device is switched on with the ON/OFF key once the battery is installed.

WHAT TO DO

1. Replace the battery with a charged one, or place the device in a powered cradle, or connect it to a mains charger.
2. Check that the battery cover is in place and the latch is closed.
3. Press ON/OFF.

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4. On first start-up, the device asks you to calibrate the screen (see [touch screen](#)).

According to the addendum, the battery is disconnected at the factory to prevent excessive discharge and is only partially charged on delivery (see [first charge](#)).

Sources: [Memor X3 Mobile Computer Safety & Regulatory Addendum](#) [↗](#) – Safety & Regulatory Addendum (852000724 Rev. A) · [4.1 Startup](#) [↗](#) – Memor X3 Mobile Computer User's Manual (822001591) (official documentation).

Why does the screen on my Datalogic Memor X3 switch off while I am working?

Symptoms: screen switches off after a period without use.

Short answer: The Memor X3 enters low-power mode after an inactivity timeout set in the POWER applet. It wakes up with the ON/OFF key, with the SCAN key, or when it is placed in or removed from its cradle.

LIKELY CAUSE

Section 4.1 of the manual: timeout programmable in the POWER applet and three ways to wake the device.

WHAT TO DO

1. Wake the device with ON/OFF or SCAN, or by placing it in or removing it from the cradle.
2. To lengthen the timeout, open the POWER applet in the Control Panel.
3. After waking, wait up to 30 seconds for the Wi-Fi to reconnect and around ten seconds for Bluetooth to resume.

Sources: [4.1 Startup](#) [↗](#) · [3.4 WLAN Connection](#) [↗](#) · [3.5 WPAN Connections](#) [↗](#) – Memor X3 Mobile Computer User's Manual (822001591) (official documentation).

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Why is Windows CE frozen on my Datalogic Memor X3 mobile computer?

Symptoms: frozen screen, keys and stylus have no effect.

Short answer: Start with a warm boot: it closes applications and clears the working memory while keeping files and the registry. If Windows CE remains frozen, Datalogic provides a cold boot, which also erases files that are not in flash memory.

LIKELY CAUSE

According to section 4.3.1, the warm boot keeps the file system and the registry; the cold boot is needed when Windows CE is frozen and the warm boot does not work. It clears the memory, erases files that are not in flash memory and restores the registry from flash memory if it had been saved there.

WHAT TO DO

1. If the device still responds, save the registry (Save Registry) and the files (Save Session) before restarting.
2. Perform a warm boot with the simultaneous key combination given in the manual.
3. If Windows CE remains frozen, perform a cold boot with its own key combination.
4. After the cold boot, reinstall if necessary the files that were not in flash memory (see [missing applications](#)).

The key combinations for the warm boot and cold boot only appear in the manual as symbols and are not reproduced here.

Sources: [4.3.1 Resetting the Memor X3](#) [↗](#) · [4.5.5 Registry](#) [↗](#) – Memor X3 Mobile Computer User's Manual (822001591) (official documentation).

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How can I update the firmware on my Datalogic Memor X3?

Short answer: Datalogic directs fleets towards Wavelink Avalanche and updates of a few devices towards the Datalogic Firmware Utility (DFU) on a PC. DFU works over an ActiveSync or WMDC connection that is already established and warm boots the device once the update is done.

LIKELY CAUSE

Section 4.8 of the Memor X3 manual.

PROCEDURE

1. Download the firmware image from the Datalogic website.
2. Remove any earlier version of DFU from the PC, then install DFU.
3. Establish the ActiveSync or WMDC connection with the device.
4. On the PC, open Start > Programs > Datalogic > DFU, select WMDC/ActiveSync, choose the image and click Update.
5. DFU checks the compatibility of the image, updates the firmware and then performs a warm boot.
6. After the update, the device asks you to calibrate the touch screen.

Sources: [4.8 Datalogic Firmware Utility](#) · [4.5.8 Stylus Calibration](#) – Memor X3 Mobile Computer User's Manual (822001591) (official documentation).

Touch screen and keypad of my Datalogic Memor X3: causes and solutions

Screen calibration, ALPHA key, modifier keys and keypad lock.

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Why does the touch screen on my Datalogic Memor X3 not respond in the right place?

Symptoms: stylus taps are offset.

Short answer: Recalibrate the screen: Control Panel, Stylus applet, Calibration tab, then Recalibrate. Tap the centre of each target, then confirm with Enter or by touching the screen; Esc keeps the previous setting.

LIKELY CAUSE

According to section 4.5.8, the calibration is saved in the registry; it is also requested at first start-up, after a registry restore followed by a warm boot, after a clean boot and after a firmware update.

PROCEDURE

1. Control Panel: double-tap Stylus.
2. If necessary, adjust the double-tap sensitivity (Double-Tap).
3. Calibration tab, tap Recalibrate.
4. Tap briefly with the stylus in the centre of each target; Esc cancels.
5. Confirm with Enter or by touching the screen; Esc keeps the previous setting.

Source: [4.5.8 Stylus Calibration](#) – Memor X3 Mobile Computer User's Manual (822001591) (official documentation).

Why does my Datalogic Memor X3 type letters instead of numbers?

Light: centre light yellow, blue or pink.

Short answer: The Memor X3's 25-key numeric keypad switches between numeric and alphanumeric input with the ALPHA key. The centre light shows the mode: yellow or blue when a colour function is active, pink when CapsLock is enabled.

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LIKELY CAUSE

According to section 4.3, the ALPHA key toggles between numeric and alphanumeric input; the yellow and blue modifier keys (FUNC) apply to the next key pressed. With ALPHA and CapsLock active, the orange characters are entered.

WHAT TO DO

1. Press ALPHA to return to numeric input.
2. Centre light pink: CapsLock is enabled.
3. Yellow or blue light: the yellow or blue modifier key will apply to the next key pressed.
4. In the taskbar, an icon indicates that the blue FUNC key has been pressed and will affect the next key.

With the blue key, two keys switch the screen backlight and the keypad backlight on or off.

Sources: [4.3 Description of the Keyboards](#) · [4.4.1 LED Status](#) · [4.4.2 Taskbar](#) – Memor X3 Mobile Computer User's Manual (822001591) (official documentation).

Why has the keypad on my Datalogic Memor X3 stopped responding?

Message: locked keypad icon in the taskbar.

Short answer: The keypad has probably been locked: the taskbar then shows a dedicated icon. Locking and unlocking are done with the blue key (FUNC) followed by the keypad lock key.

LIKELY CAUSE

According to sections 4.3 and 4.4.2, the blue modifier key is used to lock and unlock the keypad, and the taskbar indicates a locked keypad.

WHAT TO DO

1. Look at the taskbar: the locked keypad icon confirms the lock.
2. Press the blue key (FUNC), then the key with the lock function printed in blue.

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3. If the whole device is frozen, see [Windows CE frozen](#).

Sources: [4.3 Description of the Keyboards](#) · [4.4.2 Taskbar](#) – Memor X3 Mobile Computer User's Manual (822001591) (official documentation).

When should you call a technician for a Datalogic Memor X3 mobile computer?

The entries above first suggest a setting, a recharge or a reset. In the following case, the Datalogic documentation refers you to an authorised person:

- **Battery replacement and charging:** the manual restricts battery installation and charging to authorised personnel, following its instructions.

Avoiding recurring faults on the Datalogic Memor X3 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

Security patch updates

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

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).

Datalogic Memor X3 mobile computer troubleshooting: frequently asked questions

How do I reset a Datalogic Memor X3?

Perform a clean boot: cold boot, release the keys when the screen goes black, then hold Esc and 0 within one second until the confirmation appears. Type 1 to start or 0 to cancel. All applications and data in flash memory are erased. [See the detailed entry.](#)

What does the flashing red light on the Memor X3 mean?

On the right light, which is the charging light, red flashing indicates a charging fault. Check the room temperature, the approved power supply or USB-IF compliant USB port,

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and the condition of the battery. [See the detailed entry.](#)

How long should I charge a Memor X3 the first time?

Datalogic asks for at least 4 hours of charging before using the Memor X3. The right light stays red during charging and turns green when it is complete. [See the detailed entry.](#)

Why does my Memor X3 no longer switch on?

The Memor X3 refuses to start if its battery is not sufficiently charged. Insert a charged battery, place it in a powered cradle or connect it to a mains charger, then press ON/OFF. [See the detailed entry.](#)

How do I save the settings on a Memor X3?

Save the scanning settings with File, Save in the Decoding applet, and the Windows configuration with Save Registry in the Registry applet. Files and applications are kept with Save Session, Safe Setup and the Backup folder. [See the detailed entry.](#)

How do I set up Wi-Fi on a Memor X3?

Open the Summit Client Utility, create a profile in the Profile tab with Scan, set up security with Configure and save with Commit. Select the profile and check the connection in the Status tab. [See the detailed entry.](#)

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What operating system does the Memor X3 run?

The Datalogic manual describes the Memor X3 running Windows CE 6.0, in the Pro or Core version. It is available with a laser scanner, 2D imager or linear imager, with Wi-Fi and Bluetooth or as a batch version without radio.

How do I unlock the keypad on a Memor X3?

An icon in the taskbar indicates a locked keypad. Press the blue FUNC key, then the key with the lock function printed in blue. [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.

- [Memor X3 Mobile Computer User's Manual](#)  – Memor X3 Mobile Computer User's Manual (822001591) **official**
- [Memor X3 Mobile Computer Safety & Regulatory Addendum](#)  – Safety & Regulatory Addendum (852000724 Rev. A) **official**
- [Memor X3 Single Ethernet Dock](#)  – Memor X3 Single Ethernet Dock (822001522 Rev. A) **official**
- [Memor X3 Four Slot Dock Charger](#)  – Memor X3 Four Slot Dock Charger (822001541 Rev. A) **official**

See also

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

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- [Maintenance and repair of Datalogic mobile computers](#)
- [All barcode scanner and mobile computer troubleshooting guides, all brands](#)
- [TIMCOD repair and maintenance](#)
- [Through-life maintenance \(MCO\): preventive and corrective maintenance \(in French\)](#)
- [Industrial scanners and mobile computers \(in French\)](#)

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PDF version of the page <https://www.timcod.fr/reparation/en/barcode-scanner-troubleshooting/datalogic/memor-x3>, updated on 21 October 2026.

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