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TROUBLESHOOTING GUIDE

Datalogic PowerScan 9100 troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Datalogic documentation, PowerScan PD9130 Quick Reference Guide (820084614), PowerScan PM9100 Family Quick Reference Guide (820117400) and PowerScan PBT9100 Family Quick Reference Guide (820117500) (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

[See the Datalogic PowerScan 9100 Series product page →](#)

In brief. The Datalogic PowerScan 9100 series brings together industrial linear imagers with a green scan line: the corded PD9130, the PM9100 using STAR radio (433 or 910 MHz, with or without display) and the PBT9100 using Bluetooth, which recharge on a BC9xx0 base. The Datalogic quick reference guides focus on how to scan (a line that crosses the whole barcode, tilting against reflections) and on the link signals with the base; the knowledge base reports a known issue in the 9100 family, the transmission of the previous barcode, fixed by a firmware update. This guide brings together 20 entries, from error beeps to the battery. Click a question to open its entry.

- **The scanner beeps or a light comes on:** find the signal in the [lookup table](#) and open the matching entry.

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- **The scanner does not read, or sends the wrong data:** see the [scanning](#), [data transmission](#) and [firmware](#) sections.
- **The problem keeps coming back:** the [preventive maintenance](#) section explains how it reduces this type of fault.

What do the beeps and lights on my Datalogic PowerScan 9100 handheld scanner mean? Lookup by signal

The PowerScan 9100 indicates its status through its beeper, its light and the green spot projected onto the barcode; the base shows the battery charge on its Reader light. The table links each signal to its cause and to the solution entry.

Beeps or signal	Lights (Datalogic guides)	Likely cause	Entry
4 beeps (highest frequency and volume)	—	Scanner power-up	The scanner stays off
1 beep	● brief green spot on the barcode	Good read	Green spot
No beep	solid	Scanner active, ready to scan (PD9130)	Flashing light
No beep	flashes continuously	Scanner disabled by the host	Flashing light
No beep	slow flashing	Attempting to link with the base	Link with the base

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Beeps or signal	Lights (Datalogic guides)	Likely cause	Entry
No beep	fast flashing	The scanner and the base are aligning their parameters	Link with the base
3 beeps of ascending frequency	—	Scanner linked to the base	Link with the base
3 beeps of descending frequency	—	Scanner unlinked from the base	Link with the base
1 error beep at the highest volume	flashes	ROM failure: software or programming error	Error beep
6 chirps at the highest frequency	—	Barcode read, but no connection with the host	Six high beeps
4 low beeps	flashes continuously	Entering programming mode	Programming mode
3 beeps at the lowest frequency	—	Programming label rejected	Programming mode
1 short high beep	—	Part of a multi-label setting is accepted	Programming mode
1 high beep, then 4 low beeps and the reset beeps	—	Settings saved, exiting programming mode	Programming mode

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Beeps or signal	Lights (Datalogic guides)	Likely cause	Entry
2 low beeps	—	“Cancel” label read	Programming mode
1 beep (PBT9100, entering a variable PIN code)	● green light flashing	The scanner is waiting for the PIN code displayed by the host to be entered	Bluetooth link
Base: Reader light	● red	Scanner battery charging	Charging
Base: Reader light	● green	Scanner battery fully charged	Charging
BC9xx0 radio base: Reader light	● flashing orange	Faulty battery (BC9xx0-STAR base guide)	Abnormal base light
BC9xx0 radio base: Reader light	● ● alternating red and green	Charging error (BC9xx0-STAR base guide)	Abnormal base light

The scanner signals come from the “LED and Beeper Indications” tables in the PD9130, PM9100 and PBT9100 quick reference guides; those of programming mode only appear in programming mode. The orange and red-green base lights come from the quick reference guide for the BC9xx0-STAR radio bases. A dash indicates that the page consulted does not specify the light state.

Datalogic PowerScan 9100 beeps and lights: causes and solutions

Six chirps, error beep, flashing light and programming mode beeps, according to the Datalogic quick reference guides.

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Why does my Datalogic PowerScan 9100 handheld scanner emit six high beeps after each scan?

Beeps: six “chirps” at the highest frequency and at the current volume · Light: —.

Short answer: The PBT9100 quick reference guide explains it: the barcode has been read, but no connection with the host has been established. Check the PD9130 cable, the PM9100's link with its base, or the PBT9100's link with its base or the Bluetooth host.

LIKELY CAUSE

The PD9130, PM9100 and PBT9100 quick reference guides call this signal “Limited Scanning”: six chirps at the highest frequency, with no light indication, emitted when the connection with the host has not been established. The PBT9100 guide specifies that the label has been read.

WHAT TO DO

1. PD9130: check that the cable is correctly fitted in the handle (see [PD9130 cable](#)) and connected to the host.
2. PM9100: check that the scanner is linked to its base (three ascending beeps when linking) and that the base is powered (see [link with the base](#)).
3. PBT9100 connected directly to a PC: check the Bluetooth pairing (see [Bluetooth link](#)).
4. Check that the programmed interface matches the connection (see [interfaces](#)).

Sources: [LED and Beeper Indications, Table 1](#)  – PowerScan PBT9100 Family Quick Reference Guide (Datalogic, 820117500 Rev B, May 2020) · [LED and Beeper Indications](#)  – PowerScan PM9100 Family Quick Reference Guide (Datalogic, 820117400 Rev B, May 2020) · [LED and Beeper Indications](#)  – PowerScan PD9130 Quick Reference Guide (Datalogic, 820084614 Rev A, March 2017) (official documentation).

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Why does the light on my Datalogic PowerScan 9100 handheld scanner flash instead of staying solid?

Beeps: none · Light: flashes continuously (solid when the scanner is ready to scan).

Short answer: According to Datalogic, a solid light indicates an active scanner, ready to scan, and a continuously flashing light a scanner disabled by the host. If the chosen interface starts the scanner disabled, hold the trigger for 5 seconds so that you can configure it.

LIKELY CAUSE

The PD9130 quick reference guide distinguishes active mode (solid light, scanner ready to scan) from a scanner disabled by the host (continuously flashing light). It specifies that some interfaces require the scanner to start disabled; pressing the trigger for 5 seconds puts it into a state that accepts programming labels.

WHAT TO DO

1. If four low beeps preceded the flashing, the scanner is in programming mode (see [programming mode](#)).
2. PM9100 or PBT9100: slow then fast flashing indicates that linking with the base is in progress (see [link with the base](#)).
3. In other cases, it is the host that has disabled the scanner: check the application and the interface selected.
4. To configure the scanner in this state, press and hold the trigger for 5 seconds, then scan the interface that matches your connection (see [interfaces](#)).

Sources: [LED and Beeper Indications; Operating Modes; Interface Selection](#)  – PowerScan PD9130 Quick Reference Guide (Datalogic, 820084614 Rev A, March 2017) · [LED and Beeper Indications](#)  – PowerScan PM9100 Family Quick Reference Guide (Datalogic, 820117400 Rev B, May 2020) (official documentation).

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Why does my Datalogic PowerScan 9100 handheld scanner emit a single very loud error beep?

Beeps: one error beep at the highest volume · Light: flashes.

Short answer: The PowerScan 9100 quick reference guides call this signal “ROM Failure”: an error in the scanner's software or programming. No user fix is offered: have the scanner checked.

LIKELY CAUSE

In the tables of the PD9130, PM9100 and PBT9100 quick reference guides, the “ROM Failure” indication corresponds to an error in the scanner's software or programming, with a flashing light and an error beep at the highest volume.

Caution: According to the PBT9100 regulatory addendum, the scanner cannot be repaired by the user: opening the housing may cause internal damage and voids the warranty.

WHAT TO DO

1. Do not confuse this single beep with the three low beeps of a rejected programming label (see [programming mode](#)).
2. Note the scanner's part number and the circumstances of the signal.
3. Contact Datalogic support or your maintenance provider.

When to call a technician: if the “ROM Failure” error beep recurs: the quick reference guides do not give any user procedure.

Sources: [LED and Beeper Indications](#)  – PowerScan PD9130 Quick Reference Guide (Datalogic, 820084614 Rev A, March 2017) · [LED and Beeper Indications](#)  – PowerScan PBT9100 Family Quick Reference Guide (Datalogic, 820117500 Rev B, May 2020) · [Regulatory Addendum: service](#)  – PowerScan PBT9100 Regulatory Addendum (Datalogic, 850044901 Rev B, September 2021) (official documentation).

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Why does my Datalogic PowerScan 9100 handheld scanner emit four low beeps before flashing?

Beeps: four low beeps · Light: flashes continuously.

Short answer: The scanner has just entered programming mode: a valid programming label, usually “ENTER/EXIT”, has been read. Scan your settings, then “ENTER/EXIT” again to save them and return to normal scanning.

LIKELY CAUSE

The PD9130, PM9100 and PBT9100 quick reference guides devote a table to the signals that only appear in programming mode: entry (continuously flashing light, four low beeps); label rejected (three beeps at the lowest frequency); part of a multi-label setting accepted (one short high beep); programming accepted (one high beep, four low beeps, then the reset beeps); cancellation with the “Cancel” label (two low beeps).

WHAT TO DO

1. If you are configuring the scanner, scan the setting labels in the reference guide.
2. Scan “ENTER/EXIT” a second time: the settings are saved and the scanner returns to normal operation.
3. If you entered this mode by mistake, also scan “ENTER/EXIT” to exit it.
4. Three very low beeps after a label: it has been rejected; repeat the sequence or scan “Cancel” to abandon it.
5. Some labels, such as the interface selection or “Reset Default Settings”, are read without “ENTER/EXIT”.

Sources: [LED and Beeper Indications, Table 2 \(Programming Mode\)](#) ↗ – PowerScan PBT9100 Family Quick Reference Guide (Datalogic, 820117500 Rev B, May 2020) · [Programming; LED and Beeper Indications](#) ↗ – PowerScan PM9100 Family Quick Reference Guide (Datalogic, 820117400 Rev B, May 2020) · [Programming Mode indications; Interface Selection; Reset Default Settings](#) ↗ – PowerScan PD9130 Quick Reference Guide (Datalogic, 820084614 Rev A, March 2017) (official documentation).

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My Datalogic PowerScan 9100 handheld scanner does not read the barcode: causes and solutions

Scan line, tilt, distance and inverted barcodes: how a linear imager reads.

Why does my Datalogic PowerScan 9100 handheld scanner not read the barcode?

Symptoms: the scan line passes over the barcode with no good read beep.

Short answer: The PowerScan 9100 is a linear imager: its scan line must cross the whole barcode. Tilt the scanner slightly to avoid direct reflections and adjust the distance: closer for barcodes with fine elements, further away for barcodes with wide bars.

LIKELY CAUSE

The PD9130, PM9100 and PBT9100 quick reference guides give the scanning rules: the scan line must cover the whole barcode; the scanner must be tilted relative to the barcode to avoid direct reflections; high-density barcodes are read closer, barcodes with wide bars further away. Pressing the trigger partway displays a flashing aiming line; pressing it fully makes the line continuous and starts scanning.

WHAT TO DO

1. Press the trigger halfway: the aiming line flashes. Place it on the barcode.
2. Check that the line crosses the whole barcode, on both sides.
3. Press fully: the line becomes continuous and scanning starts; a good read gives a beep and the green spot.
4. Tilt the scanner slightly to avoid direct reflections.
5. Move the scanner closer for a barcode with fine elements, further away for a barcode with wide bars.

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6. White barcode on a black background: see [inverted barcodes](#). Settings changed: see [resetting](#).

The aiming pointer is enabled or disabled with its own programming label. According to the PM9100 and PBT9100 regulatory addenda, the scanning system is classified in the exempt risk group of the IEC 62471 standard.

Sources: [Using the Reader; Aiming Pointer](#)  – PowerScan PBT9100 Family Quick Reference Guide (Datalogic, 820117500 Rev B, May 2020) · [Using the Reader; Aiming Pointer](#)  – PowerScan PM9100 Family Quick Reference Guide (Datalogic, 820117400 Rev B, May 2020) · [Operating Modes: Aiming](#)  – PowerScan PD9130 Quick Reference Guide (Datalogic, 820084614 Rev A, March 2017) · [Regulatory Addendum: optical safety](#)  – PowerScan PM9100 Family Regulatory Addendum (Datalogic, 850045102 Rev C, August 2022) · [Regulatory Addendum: laser and LED safety](#)  – PowerScan PBT9100 Regulatory Addendum (Datalogic, 850044901 Rev B, September 2021) (official documentation).

Why does my Datalogic PowerScan 9100 handheld scanner not read white barcodes on a black background?

Symptoms: barcodes printed in white on a black background (inverted) are not read.

Short answer: By default, the PowerScan 9100 only reads normal barcodes, black on a white background. The Datalogic knowledge base provides the command that enables reading of normal and inverted barcodes; it gives no confirmation signal: test an inverted barcode directly.

LIKELY CAUSE

The article “Reading Reverse Barcodes with PWS9100” states that the PowerScan 9100 family reads only normal barcodes (black on a white background) by default; reading of inverted barcodes must be enabled.

WHAT TO DO

1. Apply the command from the article that enables reading of normal and inverted barcodes.



2. Do not rely on a beep: according to Datalogic, these commands give no sound or other signal to the user.
3. Test an inverted barcode, then a normal barcode.
4. To return to the original setting, apply the article's "Default" command (normal barcodes only).

Datalogic warns of a possible drop in scanning performance, depending on the barcodes concerned, once inverted barcodes are enabled.

Source: [Reading Reverse Barcodes with PWS9100](#)  – Datalogic knowledge base (KA-01258) (official documentation).

My PowerScan 9100 sends incorrect characters on an AZERTY keyboard: causes and solutions

Keyboard country, caps lock and Alt mode, with a corded interface or Bluetooth HID.

Why does my Datalogic PowerScan PD9130 handheld scanner type symbols instead of numbers on an AZERTY keyboard?

Symptoms: symbols or accented letters instead of numbers, upper and lower case reversed.

Short answer: The programmed keyboard country does not match the host computer's keyboard. Scan "ENTER/EXIT", the "France" country label, then "ENTER/EXIT" again; with a keyboard wedge interface, also set the caps lock state.

LIKELY CAUSE

The PD9130 quick reference guide offers a country mode ("Country Mode") to be framed by "ENTER/EXIT", including France, Belgium, Switzerland and French Canada. It also sets the caps lock state (off, on or automatic), reserved for keyboard wedge interfaces

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other than “Alternate” encoding and with no effect on USB keyboard, and the num lock, reserved for “Alternate” encoding.

WHAT TO DO

1. Scan “ENTER/EXIT”, then the “France” country label, then “ENTER/EXIT”.
2. With a wedge interface (KBD-AT and variants), choose the caps lock state: “Caps Lock OFF”, “Caps Lock ON” or “AUTO Caps Lock Enable”.
3. With “Alternate” encoding, set the num lock (unchanged or toggled).
4. PBT9100 in Bluetooth HID: the quick reference guide provides the same country choice (framed by “Enter/Exit Programming Mode”), the caps lock state (“Caps Lock OFF” by default) and Alt mode (disabled by default).
5. Test in a text editor with a barcode that mixes numbers and letters.

Sources: [Keyboard Country Mode; Caps Lock State; Numlock](#)  – PowerScan PD9130 Quick Reference Guide (Datalogic, 820084614 Rev A, March 2017) · [HID Settings: Country Mode, Caps Lock State, Alt Mode](#)  – PowerScan PBT9100 Family Quick Reference Guide (Datalogic, 820117500 Rev B, May 2020) (official documentation).

PowerScan 9100: cable, interfaces, link with the base and Bluetooth

Fitting the PD9130 cable, choosing the interface, linking the PM9100 and PBT9100, PowerScan 8000 compatible mode.

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Why does my Datalogic PowerScan PM9100 handheld scanner not link to its base?

Light: slow, then fast flashing · Beeps: three ascending beeps on linking, three descending beeps when the scanner is unlinked.

Short answer: Press the trigger to wake the scanner, then place it on the base: three ascending beeps confirm the link. If it was linked to another base, first scan the “Unlink” label.

LIKELY CAUSE

The PM9100 and PBT9100 quick reference guides describe linking with a radio base: slow flashing during the link attempt, fast flashing while the parameters are aligned between scanner and base, then three beeps of ascending frequency once the scanner is linked. Three descending beeps indicate an unlinked scanner.

WHAT TO DO

1. Press the trigger to wake the scanner.
2. If it was linked to another base, scan the “Unlink” label; the PBT9100 guide also asks you to hold the base button for more than 5 seconds before scanning “Unlink”.
3. Place the scanner on the base and wait for the flashing and then the three ascending beeps.
4. Check that the base matches the scanner: the Datalogic catalogue pairs the PM9100-433 with 433 MHz bases, the PM9100-910 with 910 MHz bases and the PBT9100 with Bluetooth (BT) bases.
5. If linking fails with equipment from an older installation, see [PowerScan 8000 compatible mode](#).

According to the PBT9100 quick reference guide, a Bluetooth base accepts a maximum of 7 scanners, with a range of up to 100 m in open space.

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Sources: [Linking the Reader; LED and Beeper Indications](#)  – PowerScan PM9100 Family Quick Reference Guide (Datalogic, 820117400 Rev B, May 2020) · [Linking the Reader; Technical Specifications](#)  – PowerScan PBT9100 Family Quick Reference Guide (Datalogic, 820117500 Rev B, May 2020) · [PowerScan 9100](#)  – Datalogic online catalogue · [PowerScan 9100 Series: models and accessories](#)  – Datalogic models and accessories list (PDF) (official documentation).

How do I connect my Datalogic PowerScan PBT9100 handheld scanner to a computer over Bluetooth?

Beeps: one beep and green light flashing when the scanner is waiting for a variable PIN code.

Short answer: Scan “Enable RF Link to Server” for a serial link (SPP) or “Link to PC in HID” for keyboard input, then select “Datalogic Scanner” in the computer's Bluetooth manager. If an error message appears, the guide states that it may be necessary to disable security on the device.

LIKELY CAUSE

The PBT9100 quick reference guide describes the direct link with a Bluetooth adapter, in Serial Port Profile (slave) or HID mode. Some Bluetooth drivers on the host, such as WIDCOMM and BlueSoleil 8, display during connection a PIN code to be entered on the scanner.

Caution: According to the PBT9100 regulatory addendum, in a mobile configuration, a distance of at least 20 cm must be maintained between the device's antenna and people.

WHAT TO DO

1. Install the drivers supplied with the Bluetooth adapter.
2. Serial mode: scan “Enable RF Link to Server”, which makes the scanner visible.
Keyboard mode: scan “Link to PC in HID”.
3. In the Bluetooth manager, search for new devices and select “Datalogic Scanner”.
4. Serial mode: read the data with an RS-232 terminal on the port assigned by the Bluetooth manager. HID mode: open a text editor.

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5. Variable PIN code requested by the host: scan “Variable PIN Code”, resume the HID link at step 2; at the beep, when the green light flashes, enter the displayed code using the hexadecimal keypad labels, then scan “Exit HID Variable PIN Code”. If you make an input error, scan “Cancel” and start again.
6. For a fixed PIN code or an installation with custom security, the quick reference guide refers you to the reference guide.

Sources: [Linking the Reader: Serial Port Profile, HID, Variable PIN Code](#)  – PowerScan PBT9100 Family Quick Reference Guide (Datalogic, 820117500 Rev B, May 2020) · [Regulatory Addendum: RF exposure](#)  – PowerScan PBT9100 Regulatory Addendum (Datalogic, 850044901 Rev B, September 2021) (official documentation).

Why does my Datalogic PowerScan PM9100 handheld scanner not pair in PowerScan 8000 compatible mode?

Symptoms: no link beep between a PM9100 and a base, one of the two coming from a PowerScan 8000 installation.

Short answer: The PM9100 can operate in a mode compatible with the PowerScan 8000 family. According to the Datalogic knowledge base, a device in this radio mode does not pair with a device in normal mode. The article describes how to return to the normal “High Speed” mode.

LIKELY CAUSE

The PM9100 quick reference guide states that the scanner can be set to a PowerScan 8000 compatible mode, described in a dedicated reference guide (PM8300 Compatibility). The article “PowerScan M9100/9300/9500 Back to Radio Normal Mode” specifies that a base or scanner in compatible mode does not pair with a device in normal mode.

WHAT TO DO

1. If the installation still includes PowerScan 8000 units, the PM9100 quick reference guide refers you to the PM8300 compatibility guide for setting this mode.

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2. To return to normal mode, scan “Radio Normal Mode = High Speed”, then “Unlink” and “Restore Default”; the restore, which applies to both devices, can take around thirty seconds.
3. Read the configuration barcode in the article, place the scanner on the base and wait for the ascending beeps.
4. Finish with the label for the interface used.

Sources: [PowerScan 8000 Compatibility](#) – PowerScan PM9100 Family Quick Reference Guide (Datalogic, 820117400 Rev B, May 2020) · [PowerScan M9100/9300/9500 Back to Radio Normal Mode](#) – Datalogic knowledge base (KA-01509) (official documentation).

Why does my Datalogic PowerScan PD9130 handheld scanner not transmit anything to my software?

Symptoms: good read beep, but no data in the software; no COM port visible.

Short answer: The PD9130 is multi-interface: scan the label for the interface that matches the connection (RS-232, USB or keyboard wedge). For USB-COM, which emulates an RS-232 port, first install the USB Com driver downloaded from datalogic.com.

LIKELY CAUSE

The PD9130 quick reference guide lists the interface labels: RS-232 (standard, Wincor-Nixdorf, OPOS), USB-COM (RS-232 emulation, USB Com driver required), USB-OEM (OPOS, UPOS, JavaPOS), USB-KBD and USB-KBD-ALT, and IBM AT or PS/2 keyboard wedge (KBD-AT, KBD-AT-NK without external keyboard, KBD-AT-ALT, KBD-AT-ALT-NK). The Datalogic knowledge base describes installing USB-COM on Windows 10 and 11 for PowerScan PD91xx scanners.

WHAT TO DO

1. Scan a single interface label, without “ENTER/EXIT” before it.



2. USB-COM: install the Datalogic USB Com driver, restart if prompted, then find the “barcode scanner” entry and its COM port in Device Manager.
3. Keyboard wedge: choose KBD-AT-NK or KBD-AT-ALT-NK if no external keyboard is connected.
4. Test in your software, then set the keyboard country if necessary (see [AZERTY keyboard](#)).

Sources: [Interface Selection](#)  – PowerScan PD9130 Quick Reference Guide (Datalogic, 820084614 Rev A, March 2017) · [How to set up Quickscan, Gryphon, Powerscan, Heron and GFS in USB-COM under Windows 10 or 11?](#)  – Datalogic knowledge base (KA-01749) (official documentation).

How do I replace the cable on my Datalogic PowerScan PD9130 handheld scanner?

Symptoms: cable torn out, intermittent contact, scanner switches off when the cable is moved.

Short answer: The cable is secured in the handle by a cable holder fitted with a seal, covered by a screwed cover. The “Front” mark on the cable holder must face outwards. The scanner is powered by the host, or by an external power supply connected to the socket on the interface cable.

LIKELY CAUSE

The PD9130 quick reference guide describes fitting the cable in the handle and specifies that the scanner, connected directly to the host, can also be powered by an external power supply via the socket provided on the interface cable.

WHAT TO DO

1. Slide the cable into the cover.
2. Place the rubber seal on the cable holder, then install the cable holder in the handle, with the “Front” mark facing outwards.
3. Insert the end of the cable into the cable holder socket.
4. Slide the cover along the cable and hook it onto the yellow “tooth” on the handle.

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5. Pass the cable through the connector support, push it into the cover and tighten the screw.

Source: [Connecting the Cable](#) – PowerScan PD9130 Quick Reference Guide (Datalogic, 820084614 Rev A, March 2017) (official documentation).

My PowerScan 9100 does not switch on or charges poorly: battery and base

Switching on, charging time, base lights and battery replacement.

Why does my Datalogic PowerScan PM9100 handheld scanner stay off when I press the trigger?

Symptoms: no beep and no aiming line when the trigger is pressed.

Short answer: A PowerScan PM9100 or PBT9100 switched off with the “PowerOff” label switches back on at the next press of the trigger; at start-up, it emits four loud, high beeps. If nothing happens, check the battery: place the scanner on its powered base; the red Reader light indicates that it is charging.

LIKELY CAUSE

According to the PM9100 and PBT9100 quick reference guides, the “PowerOff” label cuts power to the scanner until the next press of the trigger, and pressing the trigger wakes the scanner. Power-on is indicated by four beeps at the highest frequency and volume.

WHAT TO DO

1. Press the trigger firmly: a scanner switched off with “PowerOff” switches back on.
2. Check that the battery is correctly in place in the handle.
3. Place the scanner on its powered base: the Reader light turns red during charging (see [charging](#)).

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4. PD9130: check the cable and the power supply from the host or from the external power supply (see [PD9130 cable](#)).

Sources: [Power Off; Linking the Reader; Charging the Batteries; LED and Beeper Indications](#)  – PowerScan PM9100 Family Quick Reference Guide (Datalogic, 820117400 Rev B, May 2020) · [Power Off; LED and Beeper Indications](#)  – PowerScan PBT9100 Family Quick Reference Guide (Datalogic, 820117500 Rev B, May 2020) (official documentation).

Why does my Datalogic PowerScan PM9100 handheld scanner recharge so slowly?

Base Reader light: red while charging, green when the battery is full.

Short answer: According to Datalogic, a full charge takes about 4 hours 30 minutes with the base's mains adapter, but about 10 hours when the base is powered only by the host. It is much shorter when the battery is not empty.

LIKELY CAUSE

The PM9100 and PBT9100 quick reference guides state that an empty battery fully recharges in about 4 hours 30 minutes with the mains adapter, and in about 10 hours on host power, without an adapter. The time is considerably shorter when the battery is in its usual everyday state of use.

Caution: Only charge between 0 and 40 °C, with the chargers and power supplies provided by your Datalogic reseller: according to the PBT9100 guide, other power supplies may damage the device and void the warranty.

WHAT TO DO

1. Connect the base's mains adapter for fast charging.
2. Place the scanner on the base: the Reader light turns red during charging, then green when the battery is full.
3. Charge between 0 and 40 °C.

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4. For a spare battery, use the slot provided on the BC91xx bases or the multi-battery charger available as an accessory.
5. If the light flashes orange or alternates red and green, see [abnormal base light](#).

Sources: [Charging the Batteries](#)  – PowerScan PM9100 Family Quick Reference Guide (Datalogic, 820117400 Rev B, May 2020) · [Charging the Batteries; Battery Safety](#)  – PowerScan PBT9100 Family Quick Reference Guide (Datalogic, 820117500 Rev B, May 2020) (official documentation).

Why does the Reader light on the base of my Datalogic PowerScan PM9100 handheld scanner flash?

Radio base Reader light: flashing orange, alternating red and green, or off.

Short answer: On BC9xx0 radio bases, Datalogic states that a flashing orange Reader light indicates a faulty battery that needs replacing, and alternating red and green flashing a charging error. When off, it means that the scanner is not on the base or is incorrectly placed.

LIKELY CAUSE

The quick reference guide for the BC9xx0-STAR bases, published with the PowerScan PM9500, describes the lights on these radio bases, whose part numbers (BC9030, BC9130, BC9160, BC9180) are also those of the PM9100 bases in the Datalogic catalogue: Reader light flashing orange, faulty battery; alternating red and green, charging error; off, scanner absent or incorrectly inserted. The PM9100 and PBT9100 quick reference guides only describe red (charging) and green (battery full).

WHAT TO DO

1. Light off: put the scanner back flat in the base.
2. Flashing orange: replace the battery (see [replacing the battery](#)).
3. Alternating red and green: the base guide indicates a charging error and refers you to the reference guide; have the battery and the base checked.



When to call a technician: in the event of a charging error (alternating red and green): the base guide refers you to the reference guide, and the battery log analysis described in the Datalogic knowledge base is a technician's task.

The light table comes from the guide for the STAR radio bases (433 and 910 MHz); it does not cover the PBT9100 Bluetooth bases.

Sources: [LED Indications](#)  – BC9XX0-STAR Base Station/Charger Quick Reference Guide (Datalogic, 820064514 Rev A, July 2014) · [PowerScan 9100](#)  – Datalogic online catalogue · [Charging the Batteries](#)  – PowerScan PM9100 Family Quick Reference Guide (Datalogic, 820117400 Rev B, May 2020) · [Powerscan 9100, 9300, 950x Battery Analysis](#)  – Datalogic knowledge base (KA-01065) (official documentation).

When should the battery in my Datalogic PowerScan PM9100 handheld scanner be replaced?

Symptoms: battery life decreasing from one day to the next.

Short answer: Datalogic recommends replacing rechargeable batteries once a year: their loss of capacity becomes noticeable after one year. To remove the battery, switch off the scanner, press the button at the bottom of the handle and pull the battery downwards.

LIKELY CAUSE

The PBT9100 quick reference guide states that the loss of battery capacity becomes noticeable after one year and that cell manufacturers rate them for 500 charge cycles. The Datalogic catalogue for the 9100 series offers a removable 3,350 mAh RBP-PM91 battery, a locking version RBP-PM91-LK and a fixed FBP-PM91 battery.

Caution: Lithium-ion battery: do not throw it into a fire, do not dismantle it, do not short-circuit its terminals, do not puncture it, do not solder anything onto it and do not expose it to liquids, high heat or direct sunlight. Only use it in the scanner. Stop using it if it smells, heats up, or changes colour or shape. If any gets into your eye, do not rub, rinse with water and seek medical attention immediately.

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WHAT TO DO

1. Switch off the scanner: never replace the battery with the device switched on.
2. Press the button at the bottom of the handle: the battery unlocks.
3. Pull the battery downwards, then fit the new one.
4. Recharge it fully on the base.
5. Recycle the used battery separately from the device.

When to call a technician: to diagnose a suspect battery: the Datalogic knowledge base describes reading its log (capacity, maximum current, start-up counters) with Aladdin, with the base in service mode, and gives the expected values: if they are not reached, the battery is probably faulty.

According to the Datalogic knowledge base, a PowerScan 9100 battery is generally replaced after one to three years, depending on use.

Sources: [Changing the Batteries; Battery Safety](#)  – PowerScan PBT9100 Family Quick Reference Guide (Datalogic, 820117500 Rev B, May 2020) · [Installing the Battery Pack; Changing the Batteries](#)  – PowerScan PM9100 Family Quick Reference Guide (Datalogic, 820117400 Rev B, May 2020) · [PowerScan 9100](#)  – Datalogic online catalogue · [Powerscan 9100, 9300, 950x Battery Analysis](#)  – Datalogic knowledge base (KA-01065) (official documentation).

How do I reset and configure a Datalogic PowerScan 9100?

Returning to factory settings and adjusting the green good read spot.

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How do I reset my Datalogic PowerScan 9100 handheld scanner to factory settings?

Short answer: Scan the “Reset Default Settings” label in the quick reference guide, without “ENTER/EXIT”. First configure the correct interface: the factory settings depend on the interface type.

LIKELY CAUSE

The PD9130, PM9100 and PBT9100 quick reference guides state that “Reset Default Settings” restores the initial configuration, and that the factory settings depend on the interface type. The PM9100 guide asks you to check that the scanner is configured for the correct interface before scanning this label.

WHAT TO DO

1. Check the programmed interface (see [interfaces](#)).
2. Scan “Reset Default Settings”, without an “ENTER/EXIT” label before it.
3. Reprogram the keyboard country and your settings (see [AZERTY keyboard](#)).
4. PM9100 set to PowerScan 8000 compatible mode: see [compatible mode](#).

Sources: [Reset Default Settings](#)  – PowerScan PD9130 Quick Reference Guide (Datalogic, 820084614 Rev A, March 2017) · [Programming; Resetting the Product Configuration to Defaults](#)  – PowerScan PM9100 Family Quick Reference Guide (Datalogic, 820117400 Rev B, May 2020) · [Programming](#)  – PowerScan PBT9100 Family Quick Reference Guide (Datalogic, 820117500 Rev B, May 2020) (official documentation).



Why does the green spot on my Datalogic PowerScan 9100 handheld scanner no longer light up after scanning?

Symptoms: good read beep, but no green spot on the barcode.

Short answer: The green spot projected onto the barcode after a good read has a programmable duration: disabled, short (300 ms), medium (500 ms) or long (800 ms). According to Datalogic, it does not light up in sleep mode.

LIKELY CAUSE

The PD9130 quick reference guide offers four durations for the green good read spot: disabled, short (300 ms), medium (500 ms) and long (800 ms). A note in the PD9130, PM9100 and PBT9100 guides specifies that it does not work in sleep mode, nor when a good read LED duration other than 00 is selected. The behaviour of the good read light also depends on the “Good Read: When to Indicate” setting.

WHAT TO DO

1. Check the green spot duration: if it is set to “disabled”, choose short, medium or long.
2. Check the good read light duration setting (“Good Read LED Duration”): the Datalogic note links the green spot to the value 00.
3. If the settings have been changed and you do not know which ones, reset the scanner (see [resetting](#)).

The product page presents this visual feedback under the name “3GL” (Three Green Lights): green spot on the barcode and dual good read light on the cover.

Sources: [Good Read Green Spot Duration; LED and Beeper Indications](#)  – PowerScan PD9130 Quick Reference Guide (Datalogic, 820084614 Rev A, March 2017) · [LED and Beeper Indications](#)  – PowerScan PM9100 Family Quick Reference Guide (Datalogic, 820117400 Rev B, May 2020) · [PowerScan 9100 Series - Handheld Barcode Scanners - Datalogic](#)  – Datalogic product page (official documentation).

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PowerScan 9100 sending the previous barcode: firmware update

A known issue in the 9100 family, fixed by a firmware version specific to each model.

Why does my Datalogic PowerScan 9100 handheld scanner send the previously scanned barcode?

Symptoms: the scanner transmits the previous barcode instead of the one it has just read.

Short answer: Datalogic describes this as a known issue in the 9100 family, related to memory clearing. The fix is a firmware update, whose version depends on the model (corded, STAR radio or Bluetooth).

LIKELY CAUSE

According to the article “PowerScan 9100, scanning labels and transmitting the previous scan” in the Datalogic knowledge base, the scanner sometimes transmits the previously read barcode when another barcode is read, because of a memory clearing issue known on the PD9100, PM9100 and PBT9100.

WHAT TO DO

1. Identify the scanner type and its current firmware version.
2. Coded scanner: upgrade from firmware 610102820 to 610102824.
3. STAR radio scanner (PM9100): install firmware 610102924.
4. Bluetooth scanner (PBT9100) on firmware 610103020: upgrade to 610103023, to be obtained from a Datalogic technical support engineer.
5. For the PM9100 and the coded scanner, Aladdin 2.3.7 and Aladdin 3.0.9.5 provide the firmware.

When to call a technician: for the PBT9100, whose corrected firmware is not provided in Aladdin but by Datalogic technical support.

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The article dates from March 2021: check the available firmware version with Datalogic support before updating.

Source: [PowerScan 9100, scanning labels and transmitting the previous scan](#)  – Datalogic knowledge base (KA-01285) (official documentation).

PowerScan 9100 maintenance

Cleaning the window and the housing according to Datalogic.

How do I clean the window of my Datalogic PowerScan 9100 handheld scanner?

Short answer: For routine maintenance, Datalogic advises a soft, dry cloth. If the scanner is very dirty, use a soft cloth lightly moistened with a diluted non-aggressive cleaner or diluted ethyl alcohol, never spraying or pouring liquid onto the device.

LIKELY CAUSE

The PD9130, PM9100 and PBT9100 quick reference guides describe the same maintenance: soft, dry cloth, or a moistened cloth for heavy dirt, with no abrasive products on the scan windows and plastics.

Caution: Do not spray or pour liquid directly onto the scanner.

WHAT TO DO

1. Wipe the scan window and the housing with a soft, dry cloth.
2. For heavy dirt, lightly moisten a soft cloth with a diluted non-aggressive cleaner or diluted ethyl alcohol.

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3. Do not use abrasive or aggressive cleaners, or abrasive pads, on the window and plastics.

Sources: [Cleaning](#)  – PowerScan PD9130 Quick Reference Guide (Datalogic, 820084614 Rev A, March 2017) · [Cleaning](#)  – PowerScan PM9100 Family Quick Reference Guide (Datalogic, 820117400 Rev B, May 2020) · [Cleaning](#)  – PowerScan PBT9100 Family Quick Reference Guide (Datalogic, 820117500 Rev B, May 2020) (official documentation).

When should you call a technician for a Datalogic PowerScan 9100 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:

- **Repeated “ROM Failure” error beep:** The quick reference guides do not give any user procedure (see [error beep](#)).
- **Persistent charging error on the base:** Reader light alternating red and green: check of the battery and the base, analysis of the battery log (see [abnormal base light](#)).
- **Diagnosing a suspect battery:** Reading the battery log with Aladdin, with the base in service mode (see [replacing the battery](#)).
- **Corrected PBT9100 firmware:** It is provided by Datalogic technical support, not by Aladdin (see [previous barcode sent](#)).

Avoiding recurring faults on the Datalogic PowerScan 9100 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:

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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 PowerScan 9100 scanner troubleshooting: frequently asked questions

How do I reset a Datalogic PowerScan 9100 handheld scanner?

Scan the “Reset Default Settings” label in the quick reference guide, without “ENTER/EXIT”. First configure the correct interface: the factory settings depend on the interface type. Then reprogram the keyboard country. [See the detailed entry.](#)

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Why does a PowerScan 9100 send the previous barcode?

Datalogic describes this as a known issue in the 9100 family, related to memory clearing. The fix is a firmware update, whose version depends on the model. For the PBT9100, the firmware is obtained from Datalogic technical support. [See the detailed entry.](#)

How do I pair a PowerScan PM9100 with its base?

Press the trigger to wake the scanner, then place it on the base: three ascending beeps confirm the link. If it was linked to another base, first scan the “Unlink” label. [See the detailed entry.](#)

What do six high beeps mean on a PowerScan 9100?

According to Datalogic, the barcode has been read, but no connection with the host has been established. Check the PD9130 cable, the PM9100's link with its base, or the PBT9100's link with its base or the Bluetooth host, then the programmed interface. [See the detailed entry.](#)

How long does it take to charge a PowerScan PM9100?

According to Datalogic, a full charge takes about 4 hours 30 minutes with the base's mains adapter, and about 10 hours when the base is powered only by the host. On the base, the Reader light is red while charging and green once the battery is full. [See the detailed entry.](#)

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How do I connect a PowerScan PBT9100 over Bluetooth?

Scan “Enable RF Link to Server” for a serial link or “Link to PC in HID” for keyboard input, then select “Datalogic Scanner” in the computer’s Bluetooth manager. If an error occurs, it may be necessary to disable security on the device. [See the detailed entry.](#)

Why does a PowerScan 9100 not read white barcodes on a black background?

By default, the PowerScan 9100 only reads black barcodes on a white background. The Datalogic knowledge base provides the command that also enables inverted barcodes. It gives no confirmation signal: test an inverted barcode directly. [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 (quick reference guides, regulatory addenda, base guide, catalogue and knowledge base), consulted on 20 October 2026.

- [PowerScan PD9130 Industrial Corded Handheld Linear Imager Bar Code Reader, Quick Reference Guide](#) [🔗](#) – 820084614 Rev A (March 2017) **official**
- [PowerScan PM9100 Family Industrial Cordless Handheld Linear Imager Bar Code Reader, Quick Reference Guide](#) [🔗](#) – 820117400 Rev B (May 2020) **official**
- [PowerScan PBT9100 Family Industrial Cordless Handheld Linear Imager Bar Code Reader, Quick Reference Guide](#) [🔗](#) – 820117500 Rev B (May 2020) **official**
- [PowerScan PBT9100 Industrial Cordless Handheld Linear Imager Bar Code Reader, Regulatory Addendum](#) [🔗](#) – 850044901 Rev B (September 2021) **official**
- [PowerScan PM9100 Family Industrial Cordless Handheld Linear Imager Bar Code Reader, Regulatory Addendum](#) [🔗](#) – 850045102 Rev C (August 2022) **official**
- [BC9XX0-STAR Base Station/Charger Quick Reference Guide](#) [🔗](#) – 820064514 Rev A (July 2014) **official**
- [PowerScan 9100 Series - Handheld Barcode Scanners - Datalogic](#) [🔗](#) – Datalogic product page **official**

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- [PowerScan 9100](#)  – Datalogic online catalogue **official**
- [PowerScan 9100 Series: models and accessories](#)  – Datalogic models and accessories list (PDF) **official**
- [PowerScan 9100, scanning labels and transmitting the previous scan](#)  – Datalogic knowledge base (KA-01285) **official**
- [Reading Reverse Barcodes with PWS9100](#)  – Datalogic knowledge base (KA-01258) **official**
- [PowerScan M9100/9300/9500 Back to Radio Normal Mode](#)  – Datalogic knowledge base (KA-01509) **official**
- [Powerscan 9100, 9300, 950x Battery Analysis](#)  – Datalogic knowledge base (KA-01065) **official**
- [How to set up Quickscan, Gryphon, Powerscan, Heron and GFS in USB-COM under Windows 10 or 11?](#)  – Datalogic knowledge base (KA-01749) **official**

No Product Reference Guide for the PowerScan PD9130, PM9100 or PBT9100 was consulted for this guide, nor was the PM8300 compatibility guide cited by the PM9100 quick reference guide. 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 PowerScan 9100 Series](#)
- All troubleshooting guides for Datalogic scanners and mobile computers (PowerScan 9500, PowerScan 9600, Matrix 120, 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)

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PDF version of the page <https://www.timcod.fr/reparation/en/barcode-scanner-troubleshooting/datalogic/powerscan-9100>, updated on 21 October 2026.

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