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TROUBLESHOOTING GUIDE

Datalogic PowerScan 9500 troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Datalogic documentation, PowerScan PD9530 (820045615), PM9500 (820062315) and BT9500 (820049015) quick reference guides, BC9xx0-STAR base quick guide (820064514), PowerScan 9500 Family Product Reference Guide and PowerScan 9501-AR Family Product Reference Guide (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

[See the Datalogic PowerScan 9500 Series product page →](#)

In brief. The Datalogic PowerScan 9500 series includes the corded PD9530, the cordless PM9500 using STAR radio (433 or 910 MHz) and the Bluetooth PBT9500, which charge through contacts on a BC9xx0 base; the current range also includes the 9501-DPM and 9501-AR series. Its French quick guides detail signals specific to this generation: long tone and FRU codes at power-up, programming mode beeps, Reader and Spare lights on the base. This guide brings together 23 entries: error signals, reading (Pick Mode, DPM), AZERTY keyboard, link with the base and Bluetooth, PowerScan 8000 compatible mode, Ethernet base, charging and battery. Click a question to open the entry.

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

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- **The scanner does not scan, or the data arrives incorrectly:** see the [reading](#), [data transmission](#) and [base, radio and Bluetooth](#) 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 9500 handheld scanner mean? Find your signal

The PowerScan 9500 shows its status through its beeper, its light and the green good-read spot; the BC9xx0 base shows power, charging of the scanner and of the spare battery, and radio and Ethernet activity. The table links each signal to its cause and to the troubleshooting entry.

Beeps or signal	Lights (Datalogic guides)	Likely cause	Entry
Long tone at power-up	—	Self-test failure: the scanner enters FRU mode	Long tone and FRU codes
1, 2, 6 or 11 beeps after pressing the trigger (FRU mode)	1, 2, 6 or 11 flashes	FRU code: configuration, interface board, digital board or imager	Long tone and FRU codes
Error beep at maximum volume	flashes	ROM memory failure: software or programming error	Very loud error beep
6 chirps at the highest frequency	—	Limited reading: the connection with the host is not established	Six high beeps

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Beeps or signal	Lights (Datalogic guides)	Likely cause	Entry
No beep	flashes continuously	Scanner disabled by the host	Flashing light
No beep	slow flashing	Attempting to connect to the base	Link with the base
No beep	fast flashing	Parameter alignment between scanner and base	Link with the base
3 beeps of rising frequency	—	Scanner connected to the base	Link with the base
3 beeps of falling frequency	—	Scanner disconnected from the base	Link with the base
4 low beeps	flashes continuously	Entering programming mode (valid label read)	Programming beeps
3 low beeps	—	Programming label rejected	Programming beeps
1 short high beep	—	Partial acceptance of a multi-code setting	Programming beeps
1 high beep, 4 low beeps, then reset beeps	—	Programming accepted and saved	Programming beeps

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Beeps or signal	Lights (Datalogic guides)	Likely cause	Entry
2 low beeps	—	“Annuler” (cancel) label read	Programming beeps
Base: Aux or Host light	● solid yellow	Base powered by an external power supply (Aux) or by the host	Charging
Base: Reader light	● solid red	Scanner battery charging	Charging
Base: Reader light	● solid green	Scanner battery fully charged	Charging
Base: Reader or Spare light	● flashing orange	Faulty battery: replace it	Battery fault
Base: Reader or Spare light	● ● alternating red and green	Charging error	Battery fault
Base: Reader or Spare light	○ off	Scanner or battery missing or incorrectly inserted	Battery fault
Base: Radio light	● flashing yellow	Radio activity	Link with the base
Ethernet base: Ethernet light	● flashing green	Ethernet activity	Ethernet base
1 beep within 5 seconds after a short press on the base button	scanner flashes	Scanner linked to this base and in range	Base button

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The scanner signals come from tables 2 and 3 and from the programming mode table of the PD9530, PM9500 and BT9500 quick guides; the base signals come from table 1 “LED Status” of the PowerScan 9500 reference guide and from the BC9xx0-STAR base quick guide. A dash means that the page consulted does not specify the state of the light.

Datalogic PowerScan 9500 error beeps and lights: causes and solutions

Long tone, FRU codes, error beep, limited reading and programming mode signals, based on the Datalogic quick guides.

Why does my Datalogic PowerScan 9500 handheld scanner emit a long tone at power-up?

Beeps: a long tone at power-up, then 1, 2, 6 or 11 beeps · Light: 1, 2, 6 or 11 flashes.

Short answer: According to Datalogic, a long tone at power-up means that the self-test has failed: the scanner enters Field Replaceable Unit (FRU) isolation mode. Press and then release the trigger to hear the code, write it down and contact the helpdesk.

LIKELY CAUSE

The PD9530, PM9500 and BT9500 quick guides state that a long tone means the automatic self-test did not pass; the scanner then enters FRU (Field Replaceable Unit) mode. The number of light flashes or beeps identifies the component at fault: 1 for the configuration, 2 for the interface board (PCB), 6 for the digital board, 11 for the imager.

Caution: The scanner cannot be repaired by the user: according to Datalogic, opening the housing voids the warranty.

WHAT TO DO

1. Press the trigger and then release it to play the FRU code.

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2. Count the flashes or beeps: 1 = configuration; 2 = interface board; 6 = digital board; 11 = imager.
3. Write down the code and the scanner part number.
4. Contact the helpdesk: this is the action Datalogic specifies for all of these codes.

When to call a technician: for all FRU codes (1, 2, 6 or 11): Datalogic specifies no action other than calling the helpdesk.

Sources: [Error codes; Maintenance](#) – PowerScan PM9500 quick reference guide (Datalogic, 820062315 Rev B, April 2015) · [Error codes](#) – PowerScan PD9530 quick reference guide (Datalogic, 820045615 Rev B, April 2015) · [Error codes; Safety](#) – PowerScan BT9500 Family quick reference guide (Datalogic, 820049015 Rev B, April 2015) (official documentation).

Why does my Datalogic PowerScan 9500 handheld scanner emit a very loud error beep?

Beeps: error beep at maximum volume · Light: flashes.

Short answer: The PowerScan 9500 quick guides associate this signal with a ROM memory failure, that is, an error in the scanner's software or programming. They do not describe a fix: note the circumstances and contact Datalogic support.

LIKELY CAUSE

Table 3 (error indications) of the PM9500 and BT9500 quick guides describes “ROM memory failure” as a software or programming error, signalled by flashes of the light and an error beep at maximum volume. The PD9530 guide gives the same signal.

WHAT TO DO

1. Distinguish this signal from the long tone at power-up (see [FRU codes](#)) and from the three low beeps of a rejected programming label (see [programming beeps](#)).
2. Note when the beep occurs (at power-up, when reading, during configuration).
3. Contact Datalogic support or your maintenance provider.

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When to call a technician: if the error beep at maximum volume keeps recurring: the quick guides offer no fix that the user can carry out.

Sources: [LED and beeper indications, table 3](#) – PowerScan PM9500 quick reference guide (Datalogic, 820062315 Rev B, April 2015) · [LED and beeper indications, table 3](#) – PowerScan BT9500 Family quick reference guide (Datalogic, 820049015 Rev B, April 2015) · [LED and beeper indications](#) – PowerScan PD9530 quick reference guide (Datalogic, 820045615 Rev B, April 2015) (official documentation).

Why does my Datalogic PowerScan 9500 handheld scanner emit six high beeps after reading?

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

Short answer: According to Datalogic, this “limited reading” signal means that the connection with the host is not established: the code is read but cannot be sent. Check the cable or the link with the base, then the programmed interface.

LIKELY CAUSE

In the PD9530, PM9500 and BT9500 quick guides, “limited label scan reading” means that the connection with the host is not established; it is signalled by six chirps at the highest frequency, with no light indication.

WHAT TO DO

1. PD9530: check that the cable is properly assembled in the handle (screw tightened) and plugged into the host.
2. PM9500 or PBT9500: check that the scanner is linked to the base (three beeps of rising frequency when linking) and that the base is powered (Aux or Host light on). See [link with the base](#).
3. PBT9500 connected directly to a PC: check the Bluetooth link (see [Bluetooth link](#)).
4. Check that the programmed interface matches the connection (see [interfaces and USB-COM](#)).

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Sources: [LED and beeper indications, table 3](#) – PowerScan PM9500 quick reference guide (Datalogic, 820062315 Rev B, April 2015) · [LED and beeper indications](#) – PowerScan PD9530 quick reference guide (Datalogic, 820045615 Rev B, April 2015) · [Table 1, LED Status](#) – PowerScan 9500 Family Product Reference Guide (Datalogic) (official documentation).

Why does the light on my Datalogic PowerScan 9500 handheld scanner flash continuously?

Beeps: none · Light: flashes continuously.

Short answer: According to Datalogic, the scanner has been disabled by the host. Some interfaces start the scanner disabled: to configure it in this state, press and hold the trigger for 5 seconds.

LIKELY CAUSE

The PD9530, PM9500 and BT9500 quick guides state that a light flashing continuously, with no beep, means that the scanner has been disabled by the host. The 9501-AR reference guide specifies that some interfaces require the scanner to start up disabled at power-up. If four low beeps preceded the flashing, however, this is entry into programming mode.

WHAT TO DO

1. If four low beeps preceded the flashing, the scanner is in programming mode: finish the setting, then scan “ENTER/EXIT” again to save and exit (see [programming beeps](#)).
2. Otherwise, the scanner has been disabled by the host: check the application and the interface used.
3. To configure the scanner in this state, press and hold the trigger for 5 seconds: it switches to a state that accepts programming barcodes.
4. If the interface was selected by mistake, scan the one that matches your connection, without “ENTER/EXIT” beforehand (see [interfaces](#)).

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Sources: [LED and beeper indications, table 3 and programming mode](#)  – PowerScan PM9500 quick reference guide (Datalogic, 820062315 Rev B, April 2015) · [Interfaces; LED and beeper indications](#)  – PowerScan PD9530 quick reference guide (Datalogic, 820045615 Rev B, April 2015) · [Interface Selection; Programming Bar Codes](#)  – PowerScan 9501-AR Family Product Reference Guide (Datalogic) (official documentation).

Why does my Datalogic PowerScan 9500 handheld scanner emit three low beeps when I scan a programming barcode?

Beeps: three low beeps · Light: —.

Short answer: In programming mode, three low beeps mean that the label has been rejected. Check that you have entered programming mode with “ENTER/EXIT” when the setting requires it, then repeat the sequence.

LIKELY CAUSE

The PowerScan 9500 quick guides describe the signals specific to programming mode: entry (light flashing continuously and four low beeps), label rejected (three low beeps), partial acceptance of a multi-code setting (one short high beep), programming accepted (one high beep, four low beeps then reset beeps) and cancellation (two low beeps).

WHAT TO DO

1. Scan “ENTER/EXIT” once to enter programming mode: four low beeps, light flashing.
2. Scan the setting barcode or barcodes: one short high beep means that part of a multi-code setting has been accepted; three low beeps, that the label has been rejected.
3. Scan “ENTER/EXIT” again to save: one high beep, four low beeps then the reset beeps confirm the programming.
4. To abandon an entry, scan the “Annuler” (cancel) label (two low beeps).
5. Some barcodes, such as the interface selection or “Restore Custom Defaults”, take effect in a single scan, without “ENTER/EXIT”.

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According to the PowerScan 9500 reference guide, most settings require programming mode, with exceptions to be checked in the instructions for each feature.

Sources: [LED and beeper indications: programming mode](#)  – PowerScan PM9500 quick reference guide (Datalogic, 820062315 Rev B, April 2015) · [LED and beeper indications: programming mode](#)  – PowerScan PD9530 quick reference guide (Datalogic, 820045615 Rev B, April 2015) · [Programming the Reader: Configuration Methods, Programming Bar Codes](#)  – PowerScan 9500 Family Product Reference Guide (Datalogic) (official documentation).

My Datalogic PowerScan 9500 handheld scanner will not read some barcodes: causes and solutions

Model optics, Pick Mode, DPM markings and trigger modes.

Why will my Datalogic PowerScan 9500 handheld scanner not read some barcodes?

Symptoms: some barcodes are not read, while others are.

Short answer: First check that the optics suit the barcode: the standard model reads normal and low density barcodes, the HP and DPM versions high density barcodes. Then check the reading mode: Pick Mode ignores barcodes away from the aiming centre.

LIKELY CAUSE

The quick guides describe different optics depending on the model: standard PD9530 and PBT9500 for normal and low density barcodes; HP versions with autofocus for high, normal and low density barcodes, with a wide angle; DPM versions with high-density optics for high and medium density barcodes and direct markings (laser, inkjet, stamping). Pick Mode, if enabled, only recognises barcodes close to the centre of the aiming plane.

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Caution: The aiming system is a class 2 laser: avoid staring into the beam and pointing it at anyone's eyes, including via a reflective surface.

WHAT TO DO

1. Identify the version of your scanner (-HP, -HPE, -DPM or -AR suffix in the part number) and check that it suits the barcode density.
2. Aim at the centre of the barcode: in Pick Mode, barcodes away from the aiming centre are not recognised (see [Pick Mode](#)).
3. For direct part marking, see [DPM marking](#).
4. If the configuration has been changed, return to factory defaults (see [reset](#)).

Sources: [Models](#); [Operating modes](#); [Laser safety](#)  – PowerScan PD9530 quick reference guide (Datalogic, 820045615 Rev B, April 2015) · [Models](#); [Laser safety](#)  – PowerScan BT9500 Family quick reference guide (Datalogic, 820049015 Rev B, April 2015) · [Operating modes](#); [Pick mode](#); [Laser safety](#)  – PowerScan PM9500 quick reference guide (Datalogic, 820062315 Rev B, April 2015) (official documentation).

Why does my Datalogic PowerScan 9500 handheld scanner ignore barcodes that are not in the centre of the aiming pattern?

Symptoms: only the barcode placed in the centre of the aimer is read; neighbouring barcodes are ignored.

Short answer: Pick Mode is enabled: according to Datalogic, barcodes that are not within the configurable distance from the centre of the aiming plane are not recognised. Centre the aim on the required barcode or disable this mode.

LIKELY CAUSE

The PM9500 quick guide describes Pick Mode: “barcodes that are not within the configurable distance from the centre of the aiming plane are not recognised”. This mode is only active in single trigger mode. The PD9530 guide specifies that it is not compatible with reading multiple labels on one package.

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WHAT TO DO

1. Centre the aim on the barcode to be read: this is the intended use of Pick Mode, for example on a label carrying several barcodes close together.
2. If you need to read barcodes anywhere in the field of view, disable Pick Mode with the programming barcodes in the reference guide or with Datalogic Aladdin.
3. To read several labels on the same package, do not use Pick Mode: it is not compatible with this function.

Sources: [Operating modes: Pick mode](#) – PowerScan PM9500 quick reference guide (Datalogic, 820062315 Rev B, April 2015) · [Operating modes: Pick Mode](#) – PowerScan PD9530 quick reference guide (Datalogic, 820045615 Rev B, April 2015) (official documentation).

Why will my Datalogic PowerScan 9501-DPM handheld scanner not read an engraved Data Matrix?

Symptoms: direct part marking (DPM) not read, especially on a shiny surface.

Short answer: The Datalogic knowledge base offers a method for the PowerScan 9501 DPM: start again from factory settings, keep only the Data Matrix symbology, increase the maximum decoding time and, on a shiny surface, disable the white LEDs.

LIKELY CAUSE

Datalogic's help sheet "DPM Sample Help Sheet for Px9501 DPM" is intended for the PowerScan 950x for reading DPM codes; it presents Data Matrix as the most common DPM code.

WHAT TO DO

1. Return to factory settings (see [reset](#)).
2. Disable all symbologies, then enable Data Matrix only.
3. Increase the maximum decoding time, to give the scanner more time on a 2D code.

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4. On a shiny surface, disable the white LEDs.
5. Restrict Data Matrix to the square format.
6. As a last resort, note the data length of your codes (10 characters in Datalogic's example) and restrict the decoder to this length.

The setting values are shown in the screenshots in the article; Datalogic invites you to contact it for symbologies other than Data Matrix.

Sources: [DPM Sample Help Sheet for Px9501 DPM](#) [↗](#) – Datalogic knowledge base (KA-01586) · [PowerScan 9500 Series Industrial Handheld Barcode Scanners - Datalogic](#) [↗](#) – Datalogic product page (official documentation).

Why does my Datalogic PowerScan 9500 handheld scanner read on its own, without the trigger being pressed?

Symptoms: the scanner flashes or reads continuously, or triggers when an object passes in front of it.

Short answer: A triggerless reading mode is programmed: “Toujours actif” (always active), “Clignotement” (flashing) or “Mode autonome” (stand-alone mode). The default mode, single trigger, only reads while the trigger is pulled.

LIKELY CAUSE

The PM9500 quick guide describes these modes. In single trigger mode (the default), the scanner reads while the trigger is pulled, until a read, the maximum time or release. In multiple trigger mode, scanning continues according to the chosen mode. In “Clignotement” (flashing), the scanner flashes independently of the trigger; in “Toujours actif” (always active), it reads without the trigger; in “Mode autonome” (stand-alone mode), scanning starts when an object enters the field.

WHAT TO DO

1. Identify the behaviour: permanent flashing, continuous reading, or triggering when an object approaches.

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2. Return to single trigger with the corresponding barcode, or reset the scanner (see [reset](#)).
3. If only the aimer lights up when you move the scanner, this is “motion-sensing aiming control”, which turns the aimer on or off when movement is detected.

According to the PM9500 guide, motion-sensing aiming control is not compatible with reading multiple labels on one package.

Sources: [Operating modes](#)  – PowerScan PM9500 quick reference guide (Datalogic, 820062315 Rev B, April 2015) · [Operating modes](#)  – PowerScan PD9530 quick reference guide (Datalogic, 820045615 Rev B, April 2015) (official documentation).

My PowerScan 9500 sends wrong characters or mixes up scanners: causes and solutions

Keyboard country, lock keys and identifying the scanner with a prefix.

Why does my Datalogic PowerScan PD9530 handheld scanner not type the right characters on a French PC?

Symptoms: numbers replaced by symbols, upper and lower case reversed.

Short answer: The keyboard country must match the keyboard of the host computer. For a USB PD9530 on a French host computer, Datalogic says to scan “Restore Default”, the USB interface barcode, then “Country mode = France”.

LIKELY CAUSE

The PD9530 quick guide specifies that the keyboard country only applies to the USB-KBD and keyboard (wedge) interfaces without “Alternate” encoding, and that some countries are only supported with certain interfaces. It also sets the state of the Caps Lock key (disabled, enabled or automatic, wedge interfaces only) and of Num Lock (wedge interfaces with Alternate encoding).

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WHAT TO DO

1. Identify the interface used: USB-KBD, USB-KBD-ALT, USB-KBD-APPLE or keyboard wedge (KBD-AT and variants).
2. USB PD9530 on a French host computer: scan “Restore Default”, the USB interface barcode, then “Country mode = France” (Datalogic knowledge base).
3. With a wedge interface, then set the Caps Lock state (disabled, enabled or automatic) according to how the host computer behaves.
4. PBT9500 connected via Bluetooth HID: the BT9500 quick guide lets you set the host keyboard country (France, Belgium, Switzerland, among others).
5. Check the result in a text editor, with an alphanumeric barcode.

Sources: [Keyboard country; caps lock state; num lock](#)  – PowerScan PD9530 quick reference guide (Datalogic, 820045615 Rev B, April 2015) · [How to set up Quickscan, Gryphon, Powerscan, Heron and GFS handheld scanners connected via USB corded \(in French\)?](#)  – Datalogic knowledge base (KA-01723) · [Localised HID mode](#)  – PowerScan BT9500 Family quick reference guide (Datalogic, 820049015 Rev B, April 2015) (official documentation).

How can I tell which Datalogic PowerScan PM9500 handheld scanner read a barcode when several share the same base?

Symptoms: several scanners linked to one base, data cannot be attributed to a scanner.

Short answer: The Datalogic knowledge base suggests giving each scanner a different prefix, prepared in Aladdin in offline configuration. This method is not suitable for bidirectional mode when the base must reply to a specific scanner: the radio address is then needed.

LIKELY CAUSE

The article “Setting Independent Prefixes for PowerScan PM9X00” addresses applications where several PowerScan scanners are linked to the same base and you need to know which scanner read the data. It is based on the PowerScan 9100, 9501 and 9600 reference guides.

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WHAT TO DO

1. With each scanner, scan the “Unlink” and “Restore Default” barcodes.
2. Place each scanner on the BC9xx0 base to link it.
3. With a single scanner, scan “Restore Default” so that it also applies to the base, then configure all parameters except the prefixes (interface, reading, symbologies), with barcodes or in Aladdin.
4. In Aladdin, open an offline configuration for your base model and disable “Automatic Configuration Update” (“Update Policy” section).
5. In “Data Format”, set “Global Prefix” for the first scanner (0001, for example) and export the configuration as a barcode.
6. Repeat for each scanner, changing the prefix (0002, 0003...).

According to the PM9500 and BC9xx0-STAR quick guides, a STAR radio base accepts up to 16 scanners.

Sources: [Setting Independent Prefixes for PowerScan PM9X00](#)  – Datalogic knowledge base (KA-01480) · [Coverage; Radio](#)  – BC9XX0-STAR Base Station/Charger Quick Reference Guide (Datalogic, 820064514 Rev A, July 2014) (official documentation).

PowerScan 9500: link with the base, Bluetooth, USB-COM and Ethernet

Linking the PM9500 and the PBT9500, PowerScan 8000 compatible mode, base button, BC9180 Ethernet base and PD9530 interfaces.

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Why will my Datalogic PowerScan PM9500 handheld scanner not link to its base?

Light: slow flashing (attempting to connect), then fast (parameter alignment) · Beeps: three beeps of rising frequency once linked, three of falling frequency on disconnection.

Short answer: Press the trigger to switch the scanner on, then place it on the base. If it was linked to another base, hold down the base button for more than 5 seconds, then scan the “Déconnecter” (disconnect) barcode before placing it back on the base.

LIKELY CAUSE

According to the PM9500 quick guide, linking is done by placing the switched-on scanner on the base. During the operation, the light flashes slowly (attempting to connect), then quickly (the scanner and the base align their parameters); three beeps of rising frequency confirm the connection. Three beeps of falling frequency signal a disconnection.

Caution: According to the PowerScan 9500 reference guide, pressing the base button for more than 5 seconds unlinks all scanners paired with that base.

WHAT TO DO

1. Press the trigger to switch the scanner on.
2. If it was linked to another base: press and hold the base button for more than 5 seconds, then scan the “Déconnecter” (disconnect) barcode in the quick guide.
3. Place the scanner on the base and wait for the three beeps of rising frequency.
4. Check that the base does not already have 16 linked scanners, the maximum for a radio base.
5. If linking fails with a base or scanner from an older installation, see [PowerScan 8000 compatible mode](#).

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According to the PM9500 quick guide, the radio range is 50 m at 500 kb/s for the 433 MHz model and 100 m at 500 kb/s for the 910 MHz model.

Sources: [Connecting Datalogic RF devices to the base; LED and beeper indications; Radio range](#) [↗](#) – PowerScan PM9500 quick reference guide (Datalogic, 820062315 Rev B, April 2015) · [The BC9xx0 Base Station/Charger](#) [↗](#) – PowerScan 9500 Family Product Reference Guide (Datalogic) (official documentation).

Why will my Datalogic PowerScan PM9500 handheld scanner not pair with another PowerScan base?

Symptoms: no link beeps, although the scanner and the base work separately.

Short answer: One of the two devices may be in the radio mode compatible with the older PowerScan 8000 family: a scanner or base in this mode does not pair with a device in normal mode. Datalogic describes how to return to “High Speed” normal mode.

LIKELY CAUSE

The Datalogic knowledge base explains, for the PowerScan M9100, M9300 and M9500, that a device (base or scanner) configured in compatible radio mode, that of the now discontinued PowerScan 8000 family, does not pair with a device in normal mode.

WHAT TO DO

1. Scan the “Radio Normal Mode = High Speed” barcode.
2. Scan “Unlink”, then “Restore Default”: on both devices, this restoration can take about 30 seconds.
3. Scan the configuration barcode provided in the article, then place the scanner on the base and wait for the rising link beeps.
4. Scan the interface barcode that matches your connection.

According to the BC9xx0-STAR base quick guide, PowerScan 8000 compatible mode is configured using the reference guide.

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Sources: [PowerScan M9100/9300/9500 Back to Radio Normal Mode](#)  – Datalogic knowledge base (KA-01509) · [Configuration: PowerScan 8000 compatibility](#)  – BC9XX0-STAR Base Station/Charger Quick Reference Guide (Datalogic, 820064514 Rev A, July 2014) (official documentation).

Why will my Datalogic PowerScan PBT9500 handheld scanner not connect to my PC via Bluetooth?

Symptoms: the scanner does not appear in the Bluetooth manager, or pairing fails with an error message.

Short answer: Scan “Activer la connexion RF vers le serveur” (enable RF connection to server; SPP serial port) or “Connecter au PC en mode HID” (connect to PC in HID mode), then search for “Datalogic Scanner” in the PC's Bluetooth manager. If this fails, Datalogic suggests disabling security on the device.

LIKELY CAUSE

The BT9500 quick guide describes two direct link modes: SPP (the scanner as slave, data read by a serial terminal) and HID (the scanner behaves like a keyboard). A PIN code is not always required; some host Bluetooth drivers, such as WIDCOMM or BlueSoleil 8, ask for a variable PIN code.

WHAT TO DO

1. Install the drivers for the host's Bluetooth adapter.
2. Scan “Activer la connexion RF vers le serveur” (enable RF connection to server) for SPP mode, or “Connecter au PC en mode HID” (connect to PC in HID mode) for keyboard mode.
3. In the host's Bluetooth manager, start a search for new devices and choose “Datalogic Scanner”.
4. In SPP, read the data with a serial terminal on the port assigned by the Bluetooth manager; in HID, with a text editor.
5. If pairing fails, disable security on the device, as Datalogic suggests.

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6. If the host driver displays a PIN code to be entered on the scanner: scan “Code PIN variable” (variable PIN code), restart the linking at step 2, enter the displayed code using the hexadecimal keypad labels, then scan “Quitter le code PIN variable de mode HID” (exit HID variable PIN code). A cancel label lets you start again if you make a mistake.

According to the BT9500 quick guide, an adapter accepts up to 7 scanners and a base up to 4, with a range of up to 100 m.

Source: [Connecting to a Bluetooth host \(SPP, HID\); Variable PIN code; Technical specifications](#)  – PowerScan BT9500 Family quick reference guide (Datalogic, 820049015 Rev B, April 2015) (official documentation).

What is the button on the base of my Datalogic PowerScan 9500 handheld scanner for?

Beeps: one beep from the scanner · Light: scanner flashes, within 5 seconds after a short press.

Short answer: A short press, of less than 5 seconds, sends a broadcast message: linked scanners in range beep and flash within 5 seconds, which lets you identify them or find a misplaced scanner. A press of more than 5 seconds unlinks all paired scanners.

LIKELY CAUSE

The PowerScan 9500 reference guide and the BC9xx0-STAR base quick guide describe these two functions. Only scanners whose “Radio RX Timeout” setting keeps the radio awake respond to the broadcast message.

Caution: A press of more than 5 seconds unlinks all scanners paired with the base, not just the one you want to move.

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WHAT TO DO

1. To find out which scanners are linked to a base or to find a misplaced scanner, briefly press (less than 5 seconds) the base button.
2. Identify the scanners that beep and flash within 5 seconds.
3. If a linked scanner does not respond, check its “Radio RX Timeout” setting in the reference guide.
4. Only hold the button down for more than 5 seconds to unlink the scanners, for example before linking a scanner to a new base (see [link with the base](#)).

Sources: [The BC9xx0 Base Station/Charger](#)  – PowerScan 9500 Family Product Reference Guide (Datalogic) · [Base Button](#)  – BC9XX0-STAR Base Station/Charger Quick Reference Guide (Datalogic, 820064514 Rev A, July 2014) (official documentation).

Why does the BC9180 Ethernet base of my PowerScan 9500 not communicate on the network?

Symptoms: no data on the network; base Ethernet light off or not flashing.

Short answer: According to the BC9xx0-STAR base quick guide, the Ethernet base can be set to Standard or EtherNet/IP mode, with a static address (192.168.187.31 by default) or a dynamic one (DHCP), which requires a DHCP server on the network. It cannot be powered by the host: connect its external power supply.

LIKELY CAUSE

The base quick guide states that BC9x80 Ethernet bases have an Ethernet connector, a power connector and a multi-interface connector reserved for maintenance. Power from the host is not supported on these models. The green Ethernet light flashes when there is Ethernet activity.

Caution: Make all connections with the power off, do not force the Ethernet and multi-interface cables into the wrong connector, and use a certified power supply.

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WHAT TO DO

1. Connect the base's external power supply (10 to 30 V DC, UL/CSA certified class 2 or LPS power supply, at least 1 A).
2. Make the connections with the power off and place the supplied ferrite about 5 cm from the Ethernet socket.
3. Choose Standard or EtherNet/IP mode, then the addressing: static (192.168.187.31 by default) or DHCP, provided that a DHCP server is present on the network.
4. Configure the base with Datalogic Aladdin or by reading the configuration barcodes with a PM9500 linked to the base.
5. Check that the green Ethernet light flashes when data is flowing.

Datalogic publishes a dedicated software guide, the BC9180 Software Reference Guide, which covers DHCP, static addressing, the data port, Telnet and web server services, and the EtherNet/IP protocol.

Sources: [Connections and Power](#); [Configuration \(Ethernet\)](#); [LED Indications](#)  – BC9XX0-STAR Base Station/Charger Quick Reference Guide (Datalogic, 820064514 Rev A, July 2014) · [BC9180 Software Reference Guide: table of contents](#)  – BC9180 Software Reference Guide (Datalogic, 820080614 Rev A, September 2016) (official documentation).

Why does my Datalogic PowerScan PD9530 handheld scanner not create a COM port over USB?

Symptoms: the serial software cannot find any COM port for the scanner.

Short answer: The USB-COM interface emulates an RS-232 serial port and requires a driver downloaded from datalogic.com. Install the driver, scan the USB-COM interface barcode, then look for the COM port in Device Manager.

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LIKELY CAUSE

The PD9530 quick guide lists the interfaces: RS-232 (standard, Wincor-Nixdorf, OPOS/UPOS/JavaPOS), USB-COM (RS-232 emulation, driver to be downloaded), USB-OEM (OPOS/UPOS/JavaPOS), USB-KBD, USB-KBD-ALT, USB-KBD-APPLE and keyboard wedge (KBD-AT, KBD-AT-NK, KBD-AT-ALT, KBD-AT-ALT-NK). The Datalogic knowledge base describes setting up USB-COM on Windows 10 and 11 for the PowerScan PD95xx.

WHAT TO DO

1. Install the Datalogic USB-COM driver and restart if the installer asks you to.
2. Scan a single interface barcode, the USB-COM one, without “ENTER/EXIT” beforehand.
3. In Device Manager, find the “barcode scanner” entry and its COM port number.
4. Select this port in your application and do a test read.
5. If the scanner starts disabled after an interface has been selected, see [flashing light](#).

Sources: [Interfaces](#)  – PowerScan PD9530 quick reference guide (Datalogic, 820045615 Rev B, April 2015)

· [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).

My PowerScan 9500 battery will not charge: base lights and replacement

Charging time depending on the base power supply, Reader and Spare lights, battery life and battery replacement.

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Why does my Datalogic PowerScan PM9500 handheld scanner take so long to charge?

Base Reader light: red while charging, green when the battery is full · Aux or Host light: base power supply.

Short answer: According to Datalogic, a full charge takes about 4 hours when the base has its external power supply, but about 10 hours if it is powered only by the host. The base's "Reader" light is red while charging and turns green when the battery is full.

LIKELY CAUSE

The PM9500 and BT9500 quick guides state a charging time of about 4 hours on external power and about 10 hours on host power; the BC9xx0-STAR base guide gives the same times as maximums, for a 2,150 mAh lithium-ion battery. The yellow "Aux" light indicates a base powered by an external power supply, the yellow "Host" light a base powered by the host.

Caution: The PowerScan 9500 reference guide and the base guide state charging between 0 and 40 °C, the scanner quick guides between 0 and 45 °C: if in doubt, stay between 0 and 40 °C. Use only a certified power supply.

WHAT TO DO

1. Look at the base lights: "Host" alone lit means slow charging from the host.
2. Connect the external power supply (10 to 30 V DC, certified, at least 1 A): the "Aux" light comes on.
3. Seat the scanner properly: the "Reader" light turns red while charging, then green.
4. To charge a spare battery, use the dedicated slot on BC91x0 bases or the multi-battery charger.
5. Charge within the stated temperature range (see the warning below).

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Sources: [Charging the battery](#) – PowerScan PM9500 quick reference guide (Datalogic, 820062315 Rev B, April 2015) · [Charging the battery](#) – PowerScan BT9500 Family quick reference guide (Datalogic, 820049015 Rev B, April 2015) · [LED Indications; Connections and Power; Temperature](#) – BC9XX0-STAR Base Station/Charger Quick Reference Guide (Datalogic, 820064514 Rev A, July 2014) · [Table 1, LED Status; Battery Safety](#) – PowerScan 9500 Family Product Reference Guide (Datalogic) (official documentation).

Why does the Reader light on the base of my Datalogic PowerScan 9500 handheld scanner flash orange?

Base Reader or Spare light: flashing orange, alternating red and green, or off.

Short answer: According to Datalogic, a flashing orange light indicates a battery fault: the battery must be replaced. Alternating red and green indicates a charging error; a light that is off, a scanner or battery that is missing or incorrectly inserted.

LIKELY CAUSE

Table 1 “LED Status” of the PowerScan 9500 reference guide and the BC9xx0-STAR base guide describe the “Reader” (scanner battery) and “Spare” (spare battery, BC91x0 bases) lights: flashing orange for a faulty battery to be replaced, alternating red and green for a charging error, off for a scanner that is missing or incorrectly seated, or a spare battery that is missing or incorrectly inserted.

WHAT TO DO

1. Flashing orange: replace the battery concerned, the scanner's (Reader) or the spare.
See [replace the battery](#).
2. Light off: reseal the scanner properly, or push the spare battery fully into its slot.
3. Alternating red and green: the guide indicates a charging error and refers to the “Error Codes” section of the reference guide; if the error persists, have the battery and the base checked.

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When to call a technician: if the light keeps alternating red and green: the Datalogic knowledge base describes an analysis of the battery log with Aladdin, in the base's service mode, reserved for technicians.

Sources: [Table 1, LED Status](#) – PowerScan 9500 Family Product Reference Guide (Datalogic) · [LED Indications](#) – BC9XX0-STAR Base Station/Charger Quick Reference Guide (Datalogic, 820064514 Rev A, July 2014) · [Powerscan 9100, 9300, 950x Battery Analysis](#) – Datalogic knowledge base (KA-01065) (official documentation).

How do I change the battery in my Datalogic PowerScan PM9500 handheld scanner?

Symptoms: reduced battery life, Reader light flashing orange on the base.

Short answer: With the scanner switched off, press the button at the bottom of the handle to release the battery, then pull it downwards. Datalogic recommends replacing rechargeable batteries every year.

LIKELY CAUSE

According to the PowerScan 9500 reference guide, lithium-ion batteries lose capacity over time, noticeably after one year, whether or not they are used. Cell manufacturers rate them for 500 charge cycles; partial discharging and recharging extends their life, which is generally one to three years.

Caution: Lithium-ion battery: do not disassemble or modify it, do not place it near a flame, on a cooker, in a microwave oven, in a pressure vessel or on an induction hob, do not solder anything to it and do not apply voltage to its contacts. Do not use a damaged battery and stop using a battery that smells, heats up, changes colour or changes shape. If the liquid comes into contact with an eye, do not rub it, rinse with water and see a doctor.

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WHAT TO DO

1. Switch the scanner off: Datalogic prohibits replacing the battery while the device is switched on.
2. Press the button at the bottom of the handle to release the battery.
3. Pull the battery downwards to remove it, then insert the new one.
4. On 9501-AR models, the reference guide provides a label that transmits the battery state of health (“Battery Health”), expressed as a percentage.
5. Recycle the used battery separately.

The Datalogic knowledge base states that in continuous reading, a battery generally allows 30,000 reads of an EAN-13 barcode.

Sources: [Replacing the battery; Warnings](#)  – PowerScan PM9500 quick reference guide (Datalogic, 820062315 Rev B, April 2015) · [Battery Safety](#)  – PowerScan 9500 Family Product Reference Guide (Datalogic) · [Battery Health](#)  – PowerScan 9501-AR Family Product Reference Guide (Datalogic) · [Powerscan 9100, 9300, 950x Battery Analysis](#)  – Datalogic knowledge base (KA-01065) (official documentation).

How do I reset and configure a Datalogic PowerScan 9500?

Scanner and base factory defaults, Datalogic Aladdin software and transmitting the software version.

How do I reset my Datalogic PowerScan 9500 handheld scanner to factory defaults?

Short answer: Scan the “Rétablir les paramètres par défaut” (restore default settings) barcode in the quick guide. Factory defaults vary depending on the interface: first check that the scanner is configured for the correct interface.

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LIKELY CAUSE

The PD9530, PM9500 and BT9500 quick guides state that this barcode restores the initial configuration and that “factory defaults vary depending on the interface type”. For a cordless scanner, the BC9xx0-STAR base guide also describes the “Standard Product Default Settings” barcode, which restores the factory settings of the active interface.

WHAT TO DO

1. Check that the scanner (or the base) is configured for the interface of your connection.
2. Scan “Rétablir les paramètres par défaut” (restore default settings).
3. With a PM9500 linked to a base, the “Standard Product Default Settings” barcode resets all PM9500 settings: custom settings are lost.
4. When restoring a scanner and its base, wait: according to the Datalogic knowledge base, it can take about 30 seconds.
5. Then reprogram the keyboard country and your settings (see [keyboard](#)).

The PowerScan 9500 reference guide also mentions “Restore Custom Defaults”, which restores a custom configuration in a single scan.

Sources: [Restoring default settings](#)  – PowerScan PM9500 quick reference guide (Datalogic, 820062315 Rev B, April 2015) · [Restoring default settings](#)  – PowerScan PD9530 quick reference guide (Datalogic, 820045615 Rev B, April 2015) · [Reset](#)  – BC9XX0-STAR Base Station/Charger Quick Reference Guide (Datalogic, 820064514 Rev A, July 2014) · [PowerScan M9100/9300/9500 Back to Radio Normal Mode](#)  – Datalogic knowledge base (KA-01509) · [Programming the Reader: Configuration Methods](#)  – PowerScan 9500 Family Product Reference Guide (Datalogic) (official documentation).

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How do I configure my Datalogic PowerScan 9500 handheld scanner with Datalogic Aladdin?

Short answer: According to the reference guide, Datalogic Aladdin is a free utility that configures the scanner over RS-232 or USB-COM, or prints the settings as barcodes to be scanned. It is also used for image capture and firmware updates.

LIKELY CAUSE

The PowerScan 9500 reference guide presents Aladdin as a cross-platform utility that can be downloaded free of charge from the Datalogic website. For the base, the BC9xx0-STAR quick guide provides three methods: Aladdin, configuration strings sent from a PC over RS-232 or USB-COM, or configuration barcodes read with a PM9500 linked to the base.

WHAT TO DO

1. Download Aladdin from the Datalogic website and install it.
2. Connect the scanner or the base over RS-232 or USB-COM (see [USB-COM](#)).
3. Send the settings to the scanner, or print them as barcodes to be scanned.
4. To find out the software version of the scanner and the base, the 9501-AR reference guide provides labels that transmit it over RS-232 or a keyboard interface.
5. To set the date and time on a PM9500: “ENTER/EXIT”, “Régler la date” (set date) followed by six digits (YYMMDD) from the hexadecimal keypad, “Régler l'heure” (set time) followed by six digits (HHMMSS), then “ENTER/EXIT”.

Sources: [Programming the Reader: Datalogic Aladdin](#)  – PowerScan 9500 Family Product Reference Guide (Datalogic) · [Configuration](#)  – BC9XX0-STAR Base Station/Charger Quick Reference Guide (Datalogic, 820064514 Rev A, July 2014) · [Software Version Transmission; BC9xx0 Configuration](#)  – PowerScan 9501-AR Family Product Reference Guide (Datalogic) · [Setting the date and time](#)  – PowerScan PM9500 quick reference guide (Datalogic, 820062315 Rev B, April 2015) (official documentation).

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Maintenance of the PowerScan 9500 and its base

Cleaning the scanner, the base and their charging contacts.

How do I clean my Datalogic PowerScan 9500 handheld scanner and the contacts of its base?

Short answer: Disconnect the scanner and the base, then wipe them with a soft, dry cloth; for stubborn dirt, moisten the cloth with a diluted mild solution or diluted ethyl alcohol. Also clean the contacts of the scanner and the base if necessary.

LIKELY CAUSE

The PM9500 and BT9500 quick guides recommend a soft, dry cloth, or one slightly moistened for stubborn dirt, and cleaning the contacts of the scanner and the base to ensure a good charging connection.

Caution: Disconnect the scanner and the base before cleaning. Do not use abrasive products or pads, and do not pour or spray liquid onto the device.

WHAT TO DO

1. Disconnect the scanner and the base.
2. Wipe with a soft, dry cloth.
3. For stubborn dirt, moisten the cloth with a diluted mild cleaning solution or diluted ethyl alcohol.
4. Clean the charging contacts of the scanner and the base if necessary.

Sources: [Cleaning](#)  – PowerScan PM9500 quick reference guide (Datalogic, 820062315 Rev B, April 2015) · [Cleaning](#)  – PowerScan BT9500 Family quick reference guide (Datalogic, 820049015 Rev B, April 2015) (official documentation).



When should you call a technician for a Datalogic PowerScan 9500 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:

- **Long tone at power-up (FRU codes 1, 2, 6 or 11):** Datalogic specifies no action other than calling the helpdesk (see [FRU codes](#)).
- **Repeated error beep at maximum volume:** The quick guides offer no fix that the user can carry out for the ROM memory failure (see [error beep](#)).
- **Persistent charging error:** Reader or Spare light alternating red and green: analysing the battery log with Aladdin is reserved for technicians (see [battery fault](#)).

Avoiding recurring faults on the Datalogic PowerScan 9500 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:

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.

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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 9500 scanner troubleshooting: frequently asked questions

How do I reset a Datalogic PowerScan 9500 handheld scanner?

Scan the “Rétablir les paramètres par défaut” (restore default settings) barcode in the quick guide. Factory defaults vary depending on the interface: first check that the scanner is configured for the correct interface. Then reprogram the keyboard country and your settings. [See the detailed entry.](#)

What does a long tone at power-up mean on a PowerScan 9500?

According to Datalogic, the self-test has failed and the scanner enters FRU mode. Press and release the trigger to hear the code: 1 for the configuration, 2 for the interface board, 6 for the digital board, 11 for the imager. For all of these codes, contact the helpdesk. [See the detailed entry.](#)

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How do I pair a PowerScan PM9500 with its base?

Press the trigger to switch the scanner on, then place it on the base. Three beeps of rising frequency confirm the connection. If it was linked to another base, hold down the base button for more than 5 seconds, then scan the “Déconnecter” (disconnect) barcode. [See the detailed entry.](#)

Why does the light on a PowerScan 9500 base flash orange?

According to Datalogic, a flashing orange Reader or Spare light indicates a battery fault: the battery must be replaced. Alternating red and green indicates a charging error; a light that is off, a scanner or battery that is missing or incorrectly inserted. [See the detailed entry.](#)

How long does it take to charge a PowerScan PM9500?

According to Datalogic, a full charge takes about 4 hours when the base has its external power supply, and about 10 hours if it is powered only by the host. The base's Reader light changes from red to green when the battery is full. [See the detailed entry.](#)

What do three low beeps mean on a PowerScan 9500?

In programming mode, three low beeps mean that the programming label has been rejected. Enter programming mode with “ENTER/EXIT” when the setting requires it, then repeat the sequence. [See the detailed entry.](#)

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How do I connect a PowerScan PBT9500 via Bluetooth?

Scan “Activer la connexion RF vers le serveur” (enable RF connection to server) for SPP serial mode, or “Connecter au PC en mode HID” (connect to PC in HID mode) for keyboard mode. Then search for “Datalogic Scanner” in the PC's Bluetooth manager. If this fails, Datalogic suggests disabling security on the device. [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 (French quick reference guides, base guides, reference guides, product page and knowledge base), consulted on 20 October 2026.

- [PowerScan PD9530 Industrial Area Imager Barcode Scanner, Quick Reference Guide](#) [↗](#) – 820045615 Rev B (April 2015) **official**
- [PowerScan PM9500 Industrial Area Imager Barcode Scanner, Quick Reference Guide](#) [↗](#) – 820062315 Rev B (April 2015) **official**
- [PowerScan BT9500 Family Industrial Area Imager Barcode Scanner, Quick Reference Guide](#) [↗](#) – 820049015 Rev B (April 2015) **official**
- [BC9XX0-STAR Base Station/Charger Quick Reference Guide](#) [↗](#) – 820064514 Rev A (July 2014) **official**
- [PowerScan 9500 Family Product Reference Guide: table of contents and pages 1 to 9 \(introduction, LED Status, Battery Safety, Programming the Reader, Setup\)](#) [↗](#) – Product Reference Guide (©2013-2017) **official**
- [PowerScan 9501-AR Family Product Reference Guide: table of contents, introduction and Setup chapter](#) [↗](#) – Product Reference Guide (©2013-2023) **official**
- [BC9180 Software Reference Guide: table of contents](#) [↗](#) – 820080614 Rev A (September 2016) **official**
- [PowerScan 9500 Series Industrial Handheld Barcode Scanners - Datalogic](#) [↗](#) – Datalogic product page **official**
- [PowerScan M9100/9300/9500 Back to Radio Normal Mode](#) [↗](#) – Datalogic knowledge base (KA-01509) **official**
- [DPM Sample Help Sheet for Px9501 DPM](#) [↗](#) – Datalogic knowledge base (KA-01586) **official**

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- [Setting Independent Prefixes for PowerScan PM9X00](#)  – Datalogic knowledge base (KA-01480) **official**
- [Powerscan 9100, 9300, 950x Battery Analysis](#)  – Datalogic knowledge base (KA-01065) **official**
- [How to set up Quickscan, Gryphon, Powerscan, Heron and GFS handheld scanners connected via USB corded \(in French\)?](#)  – Datalogic knowledge base (KA-01723) **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**

The body of the PowerScan 9500 Family and 9501-AR reference guides beyond the first pages (configuration chapters, “Base Station Indications”, “Error Codes”, display and keypad) was not consulted for this guide and is not cited; no quick guide specific to the PM9501, PBT9501 and PD9531 was consulted. 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 9500 Series](#)
- All troubleshooting guides for Datalogic scanners and mobile computers (PowerScan 9100, 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-9500>, updated on 21 October 2026.

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