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TROUBLESHOOTING GUIDE

Datalogic PowerScan 9600 troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Datalogic documentation, PowerScan PD9600 Quick Reference Guide (800000220), PowerScan PM/PBT9600 Quick Reference Guide (800000280), PowerScan BC9600 & BC9620 Base Stations Quick Reference Guide (800000290) and PowerScan Family PD/PM/PBT9600 Product Reference Guide (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

[See the Datalogic PowerScan 9600 Series product page →](#)

In brief. The Datalogic PowerScan 9600 series brings together industrial handheld scanners: the corded PD9630, the PM9600 (STAR radio, 433 or 910 MHz) and the PBT9600 (Bluetooth), which charge inductively on a BC9600 base, as well as the PBT9600 RFID, which also reads UHF RFID tags. In its quick guides, Datalogic traces most faults back to three causes: the power supply or the cables, a barcode type that is not enabled or the wrong distance, and an incorrectly selected host interface. This guide brings together 28 entries: scanner and base signals, difficult barcodes (DPX, illumination), AZERTY keyboard, link with the base and Bluetooth, charging, reset and RFID. Click a question to open the 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 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 9600 handheld scanner mean? Find your signal

The PowerScan 9600 shows its status through its beeper, its top light and the green spot projected onto the barcode; the BC9600 base uses a green light and side light bars. The table links each signal to its cause and to the troubleshooting entry.

Beeps or signal	Lights (Datalogic guides)	Likely cause	Entry
4 beeps (highest frequency and volume) at power-up	top light flashing; over USB, until enumeration is complete	Normal scanner start-up	Start-up beeps
1 beep	● green spot on the barcode (except AR)	Good read. If nothing reaches the host computer, see the entry.	Read, but nothing arrives
4 long beeps	flashes	ROM failure ("ROM Failure")	Four long beeps
6 "chirps" at the highest frequency	—	"Limited Scanning Label Read": limited reading	Six high beeps

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Beeps or signal	Lights (Datalogic guides)	Likely cause	Entry
No beep	flashes continuously: 100 ms on, 900 ms off	Scanner disabled (“Reader Disabled”)	Flashing light
No beep, after a double tap on the scanner head	● ● ● green, orange or red for a few seconds	Battery level: full, half charged or low	Battery level
Double beep when placing the scanner on the base	—	The scanner starts charging	Beeps on the base
Base: orange side bars, slow flashing	● flashing orange	Scanner charging, battery below 50%	Charging
Base: green side bars, slow flashing	● flashing green	Scanner charging, battery above 50%	Charging
Base: solid green side bars	● solid green	Scanner battery fully charged	Charging
Base: solid green light	● solid green	Base powered	The scanner does not respond
Base: green light flashing	● flashing green	The base is receiving data	Read, but nothing arrives
3 rising tones (PBT9600 in SPP)	—	Virtual COM port open: scanner connected to the Bluetooth host	Bluetooth link

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Beeps or signal	Lights (Datalogic guides)	Likely cause	Entry
3 falling tones (PBT9600 in SPP)	—	COM port closed: scanner not connected	Bluetooth link
1 beep within 5 seconds after pressing the base button for 2 seconds	scanner flashes	Scanner linked to this base, switched on and in range	Find a scanner

The scanner signals come from the “LED and Beeper Indications” tables in the PD9600 and PM/PBT9600 quick guides; the base signals come from the BC9600 and BC9620 base quick guide; the double beep on the base and the Bluetooth tones come from the Datalogic knowledge base. Datalogic specifies that these indications are programmable and can be disabled. A dash means that the page consulted does not specify the state of the light.

Datalogic PowerScan 9600 beeps and lights: causes and solutions

Four beeps at power-up, four long beeps, six high chirps or a flashing light: what each signal means according to the Datalogic guides.

Why does my Datalogic PowerScan 9600 handheld scanner emit four beeps at power-up?

Beeps: four beeps, at the highest frequency and volume · Light: the top light flashes (over USB, until enumeration is complete).

Short answer: This is the normal start-up sequence described by Datalogic. Over USB, the top light flashes until the computer has recognised the scanner: if it keeps flashing, check that the cable is securely attached.

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LIKELY CAUSE

According to the PD9600 and PM/PBT9600 quick guides, power-up is signalled by four beeps at the highest frequency and volume. The top light flashes, sometimes too fast to be seen; with a USB interface, it flashes until enumeration by the host is complete, that is, until the computer has recognised the scanner.

WHAT TO DO

1. If the beeps stop and the scanner reads normally, there is nothing to do.
2. Over USB, if the light keeps flashing, the computer has not finished recognising the scanner (USB enumeration): check the cable connection at both ends. The Datalogic troubleshooting table asks for this check when the scanner does not respond to the trigger.
3. For the PD9630, Datalogic asks you to fit the cable into the scanner first, then plug the other end into the host port of the PC.
4. If the light flashes regularly (100 ms on, 900 ms off), the scanner is disabled: see [flashing light](#).
5. Four long beeps, with a flashing light, do not correspond to start-up: see [four long beeps](#).

Datalogic specifies that the light and beeper indications are programmable and can be disabled.

Sources: [LED and Beeper Indications; Connecting the Cable; Troubleshooting](#)  – PowerScan PD9600 Quick Reference Guide (Datalogic, 800000220 Rev. B, December 2023) · [LED and Beeper Indications](#)  – PowerScan PM/PBT9600 Quick Reference Guide (Datalogic, 800000280 Rev. D, July 2025) (official documentation).

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Why does my Datalogic PowerScan 9600 handheld scanner emit four long beeps?

Beeps: four long beeps · Light: flashes.

Short answer: Datalogic associates four long beeps, with a flashing light, with a ROM failure (“ROM Failure”). The quick guides give no fix to carry out yourself: contact Datalogic support or your maintenance provider.

LIKELY CAUSE

The “LED and Beeper Indications” table in the PD9600 and PM/PBT9600 quick guides matches four long beeps and a flashing light to the “ROM Failure” indication, a failure of the scanner’s memory. This signal is different from the four start-up beeps, which are emitted at the highest frequency and volume.

WHAT TO DO

1. Check that these really are long beeps: four loud, high beeps at power-up are normal (see [start-up beeps](#)).
2. Note the exact model (PD9630, PM9600 or PBT9600, SR, HP, DC, AR or DPX optics) and when the signal occurs.
3. Contact Datalogic technical support or your maintenance provider: the quick guides refer to the reference guide and to support for any further diagnosis.

When to call a technician: as soon as the “ROM Failure” signal appears: the Datalogic quick guides provide no fix that the user can carry out.

Sources: [LED and Beeper Indications](#)  – PowerScan PD9600 Quick Reference Guide (Datalogic, 800000220 Rev. B, December 2023) · [LED and Beeper Indications; Troubleshooting](#)  – PowerScan PM/PBT9600 Quick Reference Guide (Datalogic, 800000280 Rev. D, July 2025) (official documentation).

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Why does my Datalogic PowerScan 9600 handheld scanner emit six short high beeps?

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

Short answer: Datalogic calls this signal “Limited Scanning Label Read” (limited reading). The PowerScan 9600 quick guides specify neither its cause nor what to do: note the signal and the context (barcode read, interface used), then contact support.

LIKELY CAUSE

The PD9600 and PM/PBT9600 quick guides list six “chirps” at the highest frequency, with no light indication, under the heading “Limited Scanning Label Read”, with no further explanation.

WHAT TO DO

1. Note the exact signal, the barcode read and the programmed interface (USB, RS-232, base, Bluetooth).
2. If no data reaches the host computer, see the entry [nothing reaches the host computer](#).

These indications are programmable: a reconfigured scanner may no longer emit them.

Sources: [LED and Beeper Indications; Troubleshooting](#)  – PowerScan PD9600 Quick Reference Guide (Datalogic, 800000220 Rev. B, December 2023) · [LED and Beeper Indications](#)  – PowerScan PM/PBT9600 Quick Reference Guide (Datalogic, 800000280 Rev. D, July 2025) (official documentation).

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Why does the light on my Datalogic PowerScan 9600 handheld scanner keep flashing?

Beeps: none · Light: flashes continuously, 100 ms on and 900 ms off.

Short answer: This rhythm indicates a disabled scanner (“Reader Disabled”). Some interfaces start the scanner in this state: hold the trigger down for 5 seconds to be able to read programming barcodes, then check the selected interface.

LIKELY CAUSE

According to the PD9600 and PM/PBT9600 quick guides, a light that flashes continuously, 100 ms on and 900 ms off, with no beep, indicates that the scanner is disabled. Datalogic specifies that some interfaces require the scanner to start up disabled at power-up, which also happens when their barcode has been scanned by mistake.

WHAT TO DO

1. If the interface was selected by mistake, or if you need to configure the scanner in this state, press and hold the trigger for 5 seconds: the scanner then accepts programming barcodes.
2. Scan the interface barcode that matches your connection, without scanning “ENTER/EXIT” first (see [choosing the interface](#)).
3. The 5-second procedure only works once after power-up: to repeat it, switch the power off and on again (the base's power for a cordless model).

In the PowerScan 9500 and 9100 quick guides, Datalogic specifies that this flashing means the scanner has been disabled by the host.

Sources: [LED and Beeper Indications; Interface Selection](#)  – PowerScan PD9600 Quick Reference Guide (Datalogic, 800000220 Rev. B, December 2023) · [LED and Beeper Indications; Configuring the Interface](#)  – PowerScan PM/PBT9600 Quick Reference Guide (Datalogic, 800000280 Rev. D, July 2025) (official documentation).

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Why does my Datalogic PowerScan PM9600 handheld scanner beep when I place it on its base?

Beeps: double beep when placed on the base; series of beeps when linking · Light: base light bars on.

Short answer: According to the Datalogic knowledge base, cordless PowerScan scanners emit a double beep when placed on the base, to indicate that charging is starting. When linking, wait for the beeps to finish and for the lights to stay solid.

LIKELY CAUSE

The Datalogic knowledge base states that 433 MHz and Bluetooth cordless handheld scanners, including the PowerScan, emit a double beep when placed on the base, to signal that they are charging. When the scanner is placed on the base to be linked, the article on the PM9600 asks you to wait for the beeps to finish and for the lights to be solid.

WHAT TO DO

1. A double beep when placing the scanner is normal: check that the side light bars on the base come on (see [charging](#)).
2. If you are placing the scanner to link it, wait until the beeps stop and the lights stay solid before picking it up again.
3. To remove this double beep, the knowledge base provides a direct configuration barcode (“Disable Recharge BEEP’s”); the reference guide also lists a “Docking (Connecting) Beep” setting among the wireless beeper signals.
4. To lower the volume of the read beep on a PM9600, the knowledge base also offers a direct configuration barcode.

Sources: [Disabling Recharge BEEP’s when Inserting a Handheld Scanner in Base](#) [↗](#) – Datalogic knowledge base (KA-01772) · [Setting Fixed Channel Radio Mode in PowerScan M9600](#) [↗](#) – Datalogic knowledge base (KA-01719) · [Reducing Scan BEEP Volume on PM9600](#) [↗](#) – Datalogic knowledge base (KA-01578) · [Table of contents: Wireless Beeper Features](#) [↗](#) – PowerScan Family PD/PM/PBT9600 Product Reference Guide (Datalogic) (official documentation).

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My Datalogic PowerScan 9600 handheld scanner no longer reads barcodes: causes and solutions

Barcode type, label condition, distance, optics, illumination and trigger mode: the settings that determine reading.

Why will my Datalogic PowerScan 9600 handheld scanner not read the barcode?

Symptoms: the light comes on when the trigger is pressed, but the barcode is not decoded.

Short answer: Datalogic gives three causes: the scanner is not programmed for this barcode type, the label is damaged, or the distance is not right. Enable the barcode type, test another barcode and move the scanner closer or further away.

LIKELY CAUSE

The troubleshooting table in the PD9600 and PM/PBT9600 quick guides distinguishes two cases. If nothing happens when the trigger is pressed, the power supply or the cables are at fault. If the light comes on but the barcode is not decoded, the scanner is not programmed for this barcode type, the label is unreadable or the reading distance is not right. The series is available with five optics: Standard Range (SR), High Performance (HP), Document Capture (DC), Auto Range (AR) and direct marking (DPX).

WHAT TO DO

1. If nothing lights up, see [the scanner does not respond](#).
2. Check that the barcode type (symbology) is enabled: the settings for each symbology are in the “Configuration Using Bar Codes” chapter of the reference guide and in the Datalogic Aladdin software.
3. Check that the label is not damaged and try another barcode of the same type.
4. Move the scanner closer to or further from the barcode.

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5. Identify your scanner's optics: according to the Datalogic knowledge base, the aiming system lets you recognise them (different patterns for SR and HP, for DC, and for AR and DPX). For a marking engraved on metal, see [DPX marking](#).
6. If settings have been changed without you knowing which ones, reset the scanner (see [reset](#)).

According to the Datalogic knowledge base, SR, HP, DC, AR and DPX optics are available on the PD9630 and the PBT9600; the PM9600 is offered in SR, HP, AR and DPX.

Sources: [Troubleshooting](#)  – PowerScan PD9600 Quick Reference Guide (Datalogic, 800000220 Rev. B, December 2023) · [Troubleshooting](#)  – PowerScan PM/PBT9600 Quick Reference Guide (Datalogic, 800000280 Rev. D, July 2025) · [Recognize the Optical Model that the PowerScan 9600 has](#)  – Datalogic knowledge base (KA-01747) · [Chapter 1, Introduction; table of contents](#)  – PowerScan Family PD/PM/PBT9600 Product Reference Guide (Datalogic) (official documentation).

Why will my Datalogic PowerScan 9600 DPX handheld scanner not read a barcode engraved on a metal part?

Symptoms: direct part marking (engraved or dot peen code) not read or read with difficulty.

Short answer: On metal, reflections interfere with reading. For the PowerScan 9600 DPX, Datalogic offers settings according to the surface, which change the illumination colour (red, white or blue) and the target distance: blue illumination at about 2 cm for a flat shiny surface or a cylindrical one.

LIKELY CAUSE

The Datalogic knowledge base explains that reflections from some metal parts can prevent reading, and that the appropriate illumination colour (red, white or blue) depends on the type of surface. It lists settings for machined surfaces (default setting), dot peen markings, shiny surfaces, generally flat, and cylindrical surfaces, as well as an automatic mode.

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WHAT TO DO

1. Check that your scanner is a DPX version, the optics intended for direct markings (see [optics](#)).
2. Flat shiny surface: choose the setting for shiny surfaces (blue illumination) and hold the scanner about 2 cm from the marking.
3. Cylindrical surface: choose the setting for cylindrical surfaces (blue illumination), also at about 2 cm.
4. Dot peen marking or machined surface: use the corresponding setting from the article; the default setting is the one for machined surfaces.
5. The direct configuration barcodes are printed in the article “Special settings for Powerscan 9600 DPX (DPM)” and in its attached PDF.

The article also gives target distances of 5 cm and 3 cm for the other surfaces: check which distance goes with which surface in the PDF attached to the article before setting up the scanner.

Sources: [Special settings for Powerscan 9600 DPX \(DPM\) - label engraved on a metal part](#)  – Datalogic knowledge base (KA-01768) · [Recognize the Optical Model that the PowerScan 9600 has](#)  – Datalogic knowledge base (KA-01747) (official documentation).

How do I reduce the illumination on my Datalogic PowerScan 9600 handheld scanner without losing reading performance?

Symptoms: distracting white illumination, or poorer reading since the illumination was reduced.

Short answer: The Datalogic knowledge base describes the “Illumination Power Level” setting: 100% (default), Medium, Low or OFF. It does not apply to AR models, and reducing it can degrade reading if there is no other light source.

LIKELY CAUSE

According to the Datalogic knowledge base, the illumination power of PowerScan 9600 scanners with standard range (SR), HP or DC optics is set with direct configuration barcodes. The article warns that, in the absence of another light source, reducing the



illumination can degrade reading performance. The setting does not work on Auto Range (AR) models.

WHAT TO DO

1. Check your scanner's optics: the setting applies to the SR, HP and DC versions, not the AR.
2. Scan the direct configuration barcode for the required level (100%, Medium, Low or OFF), printed in the article “Adjusting Illumination Power Level in PowerScan 9600 Family”; the reference guide places this setting in the “Camera Control” section.
3. If reading becomes difficult, return to the 100% level, the default setting.

Sources: [Adjusting Illumination Power Level in PowerScan 9600 Family](#)  – Datalogic knowledge base (KA-01744) · [Table of contents: Camera Control, Illumination Power Level \(only for STD, HP, DC models\)](#)  – PowerScan Family PD/PM/PBT9600 Product Reference Guide (Datalogic) (official documentation).

Why does my Datalogic PowerScan 9600 handheld scanner read without me pressing the trigger?

Symptoms: illumination or aimer permanently on, reads without the trigger being pressed, or multiple reads.

Short answer: Check the operating mode. By default, the PowerScan 9600 is in “Trigger Single” and only reads when the trigger is pressed; the “Always On”, “Flashing” and “Stand Mode” modes make it read without the trigger.

LIKELY CAUSE

The quick guides describe seven modes. In “Trigger Single” (default), the illumination comes on when the trigger is pressed and reading stops after one barcode, on release or at the end of the read time. In “Always On”, the illumination stays on; in “Flashing”, it flashes regardless of the trigger state; in “Stand Mode”, the aiming pattern stays on and



the white illumination is activated when movement is detected. “Trigger Pulse Multiple”, “Trigger Hold Multiple” and “Retained Trigger Hold Multiple” read several barcodes. Always On and Stand Mode are not available on AR models.

WHAT TO DO

1. Identify the behaviour: illumination permanently on (Always On), flashing or triggered by movement (Stand Mode).
2. To return to reading one barcode at a time, scan the “Trigger Single” mode barcode in the quick guide, or reset the scanner (see [reset](#)).
3. In “Retained Trigger Hold Multiple”, barcodes are only sent when the trigger is released: it is normal if nothing arrives while the trigger is held.

According to the reference guide, Motionix motion-sensing technology switches the scanner from handheld mode to presentation mode; its settings are grouped under “Motion Features”.

Sources: [Operating Modes](#)  – PowerScan PD9600 Quick Reference Guide (Datalogic, 800000220 Rev. B, December 2023) · [Operating Modes](#)  – PowerScan PM/PBT9600 Quick Reference Guide (Datalogic, 800000280 Rev. D, July 2025) · [Chapter 1, Introduction; table of contents: Motion Features](#)  – PowerScan Family PD/PM/PBT9600 Product Reference Guide (Datalogic) (official documentation).

My PowerScan 9600 sends wrong characters or nothing at all: causes and solutions

Keyboard country, USB transmission speed and host interface determine what the application receives after each read.

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Why does my Datalogic PowerScan 9600 handheld scanner display symbols instead of numbers?

Symptoms: accented characters or symbols instead of numbers on an AZERTY host computer.

Short answer: The scanner is set to the American (US) keyboard by default, while the host computer uses AZERTY. Select the country “France” in the “Keyboard Country” mode. For a USB PD9630, Datalogic says to scan “Restore Default”, the USB interface, then “Country mode = France”.

LIKELY CAUSE

The Datalogic knowledge base explains that on a French AZERTY keyboard, the number row is obtained with the Caps Lock key; a scanner set to QWERTY then sends accented characters or symbols instead of numbers. Enabling Caps Lock fixes the numbers, but the problem comes back with barcodes that contain letters. The PD9600 and PM/PBT9600 quick guides state that the default country is US and that this setting applies to keyboard interfaces.

WHAT TO DO

1. Check that the scanner is set to a keyboard interface (USB Keyboard, USB Alternate Keyboard or USB Composite).
2. USB PD9630 on a French host computer: scan, in this order, “Restore Default”, the USB interface barcode, then “Country mode = France”, as the Datalogic knowledge base indicates.
3. With the PM/PBT9600 quick guide: scan “ENTER/EXIT”, the “France” country barcode, then “ENTER/EXIT” again.
4. Test in a text editor with a barcode containing numbers and letters.
5. If characters are missing or arrive in pieces, see [wrong or incomplete characters](#).

The list of countries in the quick guides includes France, Belgium, Switzerland and French Canada, among others.

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Sources: [Understanding the Specificity of the French Keyboard AZERTY](#)  – Datalogic knowledge base (KA-01557) · [How to set up Quickscan, Gryphon, Powerscan, Heron and GFS handheld scanners connected via USB corded \(in French\)?](#)  – Datalogic knowledge base (KA-01723) · [Keyboard Country Mode](#)  – PowerScan PD9600 Quick Reference Guide (Datalogic, 800000220 Rev. B, December 2023) · [Keyboard Country Mode](#)  – PowerScan PM/PBT9600 Quick Reference Guide (Datalogic, 800000280 Rev. D, July 2025) (official documentation).

Why does my Datalogic PowerScan 9600 handheld scanner send wrong or incomplete characters in USB keyboard mode?

Symptoms: wrong or missing characters, or data arriving in several pieces in the application.

Short answer: According to Datalogic, the scanner is rarely faulty: the result depends on the language, the keyboard speed, the operating system and the application. Set the keyboard country, then slow down the USB keyboard transmission, which is set to 1 ms by default.

LIKELY CAUSE

The Datalogic knowledge base states that in USB keyboard mode, wrong characters or content received in pieces depend on several conditions: language setting, keyboard speed, operating system and application. Another article specifies that some applications need to receive the data more slowly than the handheld scanners' default value of 1 ms.

WHAT TO DO

1. First set the keyboard country (see [AZERTY keyboard](#)).
2. Scan the two configuration barcodes in the article “Solveing wrong Character Transmission issues in USB-Keybord Mode”, from top to bottom, waiting 10 seconds after each read.
3. If the application still loses characters, slow down the transmission with the configuration sheets attached to the article “Adjusting USB Keyboard Speed Transmission of Handheld Scanners” (1D and 2D versions).

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4. For a PBT9600 connected directly via Bluetooth HID, the reference guide provides a setting for the delay between keystrokes (“Bluetooth HID Inter-Keystroke Delay”).

These two articles concern Datalogic handheld scanners in USB keyboard mode; the first lists the PowerScan PD and PM among its keywords.

Sources: [Solveing wrong Character Transmission issues in USB-Keyboard Mode](#) [↗](#) – Datalogic knowledge base (KA-01782) · [Adjusting USB Keyboard Speed Transmission of Handheld Scanners](#) [↗](#) – Datalogic knowledge base (KA-01798) · [Table of contents: Bluetooth HID Features](#) [↗](#) – PowerScan Family PD/PM/PBT9600 Product Reference Guide (Datalogic) (official documentation).

Why does my Datalogic PowerScan 9600 handheld scanner beep without anything reaching the computer?

Beeps: one good-read beep · Light: green spot (except AR) · Symptom: no data in the application.

Short answer: Datalogic states that a barcode that is decoded but not transmitted comes from a scanner programmed for the wrong host type. Scan the interface barcode that matches your connection (USB keyboard, USB-COM, RS-232, Ethernet...).

LIKELY CAUSE

The troubleshooting table in the PD9600 and PM/PBT9600 quick guides associates the case “barcode decoded but not transmitted to the host” with the wrong host type being programmed. The interfaces offered are: RS-232 (standard, Wincor-Nixdorf, OPOS), USB-COM, USB-OEM, USB HID POS, USB Toshiba TEC, USB Magellan Scanners, Ethernet, and, as keyboard interfaces, USB Keyboard, USB Alternate Keyboard and USB Composite.

WHAT TO DO

1. Identify your connection: PD9630 cable, or the base's connection module for a PM9600 or a PBT9600.

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2. Scan a single interface barcode, without scanning “ENTER/EXIT” first, as Datalogic requires.
3. For USB-COM, install the Datalogic driver (see [USB-COM](#)).
4. If the light then starts flashing (100 ms on, 900 ms off), the interface starts the scanner disabled (see [flashing light](#)).
5. On a BC9600 base, the green light flashes when the base receives data: this tells you whether the read is reaching the base.

Sources: [Troubleshooting; Interface Selection](#)  – PowerScan PD9600 Quick Reference Guide (Datalogic, 800000220 Rev. B, December 2023) · [Troubleshooting; Configuring the Interface](#)  – PowerScan PM/PBT9600 Quick Reference Guide (Datalogic, 800000280 Rev. D, July 2025) · [Base Station LED Indications](#)  – PowerScan BC9600 & BC9620 Base Stations Quick Reference Guide (Datalogic, 800000290 Rev. D, July 2025) (official documentation).

PowerScan 9600: link with the base, Bluetooth, STAR radio, USB-COM and Ethernet

Linking the PM9600 and the PBT9600 with the BC9600 base, direct Bluetooth connection, radio range and interference, USB-COM driver and Ethernet bases.

Why does my Datalogic PowerScan 9600 handheld scanner not appear as a COM port in Windows?

Symptoms: no “barcode scanner” COM port in Device Manager; the serial application receives nothing.

Short answer: In USB-COM mode, the scanner needs the Datalogic USB-COM driver. Install it, restart if necessary, scan the USB-COM interface barcode, then find the port number in Device Manager.



LIKELY CAUSE

The quick guides specify that the USB-COM-STD interface requires a driver downloaded from the Datalogic website. The Datalogic knowledge base describes the procedure on Windows 10 and 11 for the PowerScan PD91, PD93, PD95 and PD96xx.

WHAT TO DO

1. Download and install the Datalogic USB-COM driver; restart the computer if the installer asks you to.
2. Connect and switch on the scanner, then scan the USB-COM interface configuration barcode.
3. Open Device Manager and find the “barcode scanner” entry and its COM port number.
4. In your application, select this COM port and check that the data arrives.

According to the base quick guide, non-Ethernet bases (BC963X) can also be configured with configuration strings sent from the host over RS-232 or USB-COM.

Sources: [How to set up Quickscan, Gryphon, Powerscan, Heron and GFS in USB-COM under Windows 10 or 11?](#) [↗](#) – Datalogic knowledge base (KA-01749) · [Interface Selection](#) [↗](#) – PowerScan PD9600 Quick Reference Guide (Datalogic, 800000220 Rev. B, December 2023) · [Configuration](#) [↗](#) – PowerScan BC9600 & BC9620 Base Stations Quick Reference Guide (Datalogic, 800000290 Rev. D, July 2025) (official documentation).

Why will my Datalogic PowerScan PM9600 handheld scanner not connect to its base?

Symptoms: the scanner reads but nothing arrives, or it was linked to another base.

Short answer: Place the scanner on the base: linking is automatic. If it was linked to another base, first scan the “Unlink” barcode, then place it on the new base and wait for the beeps to finish.

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LIKELY CAUSE

According to the PM/PBT9600 quick guide, you only need to place the scanner on the base to link it. A scanner already linked to another base must first be unlinked with the “Unlink” barcode. A base accepts at most 16 scanners on STAR 433 MHz and 7 on STAR 910 MHz.

WHAT TO DO

1. If the scanner was linked to another base, scan the “Unlink” barcode in the quick guide.
2. Place the scanner on the powered base.
3. Wait for the beeps to stop and the lights to stay solid, as the Datalogic knowledge base indicates for the PM9600.
4. Check that the number of scanners linked to the base does not exceed 16 (433 MHz) or 7 (910 MHz).
5. To link a scanner without placing it on the base, the knowledge base describes a Code 128 linking label built from the base address, read beforehand with Aladdin or a serial terminal: a job for a technician.
6. If linking fails after the radio settings have been changed, see [radio interference](#).

The Datalogic catalogue offers each base in 433 MHz, 910 MHz and Bluetooth versions. According to the reference guide, a PBT9600 can also connect directly to a Bluetooth device (see [Bluetooth link](#)).

Sources: [Link Datalogic Devices to Base; Radio Characteristics](#)  – PowerScan PM/PBT9600 Quick Reference Guide (Datalogic, 800000280 Rev. D, July 2025) · [Setting Fixed Channel Radio Mode in PowerScan M9600](#)  – Datalogic knowledge base (KA-01719) · [Connect/link scanner PM9XXX to a base with a link label only](#)  – Datalogic knowledge base (KA-01592) · [PowerScan 9600 Series Industrial 1D/2D handheld imagers](#)  – Datalogic online catalogue · [Chapter 1, Introduction](#)  – PowerScan Family PD/PM/PBT9600 Product Reference Guide (Datalogic) (official documentation).

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Why will my Datalogic PowerScan PBT9600 handheld scanner not connect to my PC via Bluetooth?

Beeps: three rising tones on connection, three falling tones on disconnection (SPP mode) · Light: —.

Short answer: Scan “Unlink”, then “Link to Host in SPP mode” (serial port) or “Link to Host in HID mode” (keyboard), and add the scanner from the device's Bluetooth settings within 5 minutes. If there is an error, Datalogic advises reviewing the security settings of the host or the scanner.

LIKELY CAUSE

According to the PM/PBT9600 quick guide, the PBT9600 connects directly to a Bluetooth host in SPP (serial port) or HID (keyboard) mode. The Datalogic knowledge base specifies that the scanner remains visible for 5 minutes after the link barcode is read, and that in SPP it emits three rising tones when the virtual COM port is opened and three falling tones when it is closed.

WHAT TO DO

1. Install the driver for the host's Bluetooth adapter if one is supplied.
2. Scan “Unlink” to unlink the scanner from a previous device; the Datalogic knowledge base also restores the default settings (“Restore Default”) before a new link.
3. Scan “Link to Host in SPP mode” for a serial link, or “Link to Host in HID mode” for keyboard input.
4. In the host's Bluetooth settings, start the search and select “PBT9600...” within 5 minutes.
5. In SPP, open the virtual COM port assigned by Windows in your software: three rising tones confirm the connection. On Android, the knowledge base uses a Bluetooth serial terminal app.
6. In HID, open the application that is to receive the data.

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7. If the host displays an error, change the security settings of the host or the scanner; entering a passkey or PIN code is configured according to the reference guide (“Bluetooth Passkey or Pin Code Entry Request” section).

Datalogic states a typical Bluetooth range of 100 m in open space.

Sources: [Link Reader as Serial Device to a Bluetooth Host; HID; Radio Characteristics](#)  – PowerScan PM/PBT9600 Quick Reference Guide (Datalogic, 800000280 Rev. D, July 2025) · [Connecting PowerScan PBT9600 in SPP Mode to Windows devices](#)  – Datalogic knowledge base (KA-01737) · [Connecting PowerScan PBT9600 in SPP Mode to Android devices](#)  – Datalogic knowledge base (KA-01735) (official documentation).

Why does my Datalogic PowerScan PM9600 handheld scanner lose its link with its base?

Symptoms: reads lost far from the base, or near a base that is charging a scanner.

Short answer: Datalogic gives typical open-space ranges of 80 to 230 m depending on the radio, and warns that radio coverage decreases when the base is charging a scanner. To avoid losing barcodes when out of range, enable batch mode, which is disabled by default.

LIKELY CAUSE

According to the PM/PBT9600 quick guide, the typical open-space ranges are: STAR 433 MHz, 100 m at 500 kb/s or 150 m at 19.2 kb/s; STAR 910 MHz, 180 m at 500 kb/s, 230 m at 36.8 kb/s with frequency hopping or 80 m at 36.8 kb/s on a fixed frequency; Bluetooth, 100 m. The guide notes that reduced radio coverage is to be expected when the base is charging a scanner. The Datalogic knowledge base describes batch mode, which stores barcodes in the scanner when it is disconnected from its base.

WHAT TO DO

1. Move closer to the base and allow for the reduced coverage when a scanner is charging on the base.

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2. Enable batch mode (“Batch Mode”, disabled by default). In automatic mode, the scanner stores barcodes in RAM when it goes out of range and disconnects.
3. In manual mode, the scanner always stores barcodes in Flash memory; the user then sends them, with or without erasing, or erases them without sending them.
4. Do not remove the battery while barcodes are pending: according to Datalogic, data retention is not guaranteed if the scanner is switched off by removing the battery.
5. If the dropouts occur near radio-controlled machinery or walkie-talkies, see [radio interference](#).

Datalogic states that a scanner can store more than 2,000 EAN-13 barcodes without formatting; longer barcodes reduce this capacity. The reference guide also lists the “Disconnect Beep” and “Leash Alarm” settings among the wireless beeper signals.

Sources: [Radio Characteristics](#)  – PowerScan PM/PBT9600 Quick Reference Guide (Datalogic, 800000280 Rev. D, July 2025) · [Configuring Batch Mode for PWS9600 Mobile or Bluetooth](#)  – Datalogic knowledge base (KA-01746) · [Table of contents: Wireless Beeper Features; Batch Features](#)  – PowerScan Family PD/PM/PBT9600 Product Reference Guide (Datalogic) (official documentation).

Why does my Datalogic PowerScan PM9600 433 MHz handheld scanner lose reads near machinery and walkie-talkies?

Symptoms: disrupted transmissions near radio-controlled overhead cranes, walkie-talkies or motor-driven belts.

Short answer: This equipment can cause radio interference on the 433 MHz band. Datalogic suggests switching the PM9600 to a fixed channel, on one of five centre frequencies, or to frequency agility, then linking the scanner to the base again.

LIKELY CAUSE

The Datalogic knowledge base lists radio-controlled overhead cranes, walkie-talkies and motor-driven belts as sources of interference for 433 MHz scanners, and suggests changing the scanner's radio channel to avoid them.

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Caution: According to Datalogic, the “Restore Default” barcode does not change the radio settings: a reset is not enough to undo these changes.

WHAT TO DO

1. Scan the “System Speed = Low Speed” barcode.
2. Place the scanner on the base and wait for the beeps to finish and the lights to be solid.
3. Fixed channel: choose a centre frequency from 433.248, 433.584, 433.920, 434.256 and 434.592 MHz, then link the scanner to the base again. Frequency agility: scan “Frequency Agility = Enabled”, then link the scanner again.
4. Scan the barcode for the interface used (RS-232, USB-COM, USB-KBD or ETH-STD).
5. To return to the original settings, scan “Frequency Agility = Disabled” and “System Speed = High Speed”.

Source: [Setting Fixed Channel Radio Mode in PowerScan M9600](#)  – Datalogic knowledge base (KA-01719) (official documentation).

How do I find a misplaced Datalogic PowerScan 9600 handheld scanner with the base button?

Beeps: one beep · Light: scanner flashes within 5 seconds after the base button is pressed.

Short answer: Touch the BC9600 base button and hold it for 2 seconds: the scanners linked to this base, switched on and within radio range, beep and flash within 5 seconds. Scanners set to the “Max Autonomy” battery profile do not respond.

LIKELY CAUSE

The BC9600 and BC9620 base quick guide describes this function for checking which scanners are linked to a base and finding a scanner left somewhere.

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WHAT TO DO

1. Touch the base button and hold it for 2 seconds.
2. Listen and look: each linked scanner that is switched on and in range beeps and flashes within 5 seconds.
3. If a scanner does not respond, check that it is switched on, linked to this base (see [link with the base](#)) and within radio range.
4. Check its battery profile: in “Max Autonomy”, it does not respond to the base's call (“Battery Profiles” section of the reference guide).

The reference guide also lists a “Base Button Enable” setting dedicated to the base button.

Sources: [Base Station Button](#)  – PowerScan BC9600 & BC9620 Base Stations Quick Reference Guide (Datalogic, 800000290 Rev. D, July 2025) · [Table of contents: Power Management, Battery Profiles; Wireless Features](#)  – PowerScan Family PD/PM/PBT9600 Product Reference Guide (Datalogic) (official documentation).

Why does Datalogic Aladdin not recognise the Ethernet base of my PowerScan 9600?

Symptoms: Aladdin detects the Ethernet base (CM968X module or BC9680) but does not recognise it; no data on the server.

Short answer: The CM968X module is supplied with DHCP disabled and the IP address 192.168.187.31. If the PC's network card uses DHCP, Aladdin does not recognise the device: give the PC a fixed address on the same subnet.

LIKELY CAUSE

The Datalogic knowledge base states that the CM968X is supplied with DHCP disabled, and that recognition by Datalogic Aladdin fails if the PC's network card uses DHCP.

Caution: The base quick guide asks you to make the connections with the power off and, on the BC9680 and BC9681, to fit the supplied ferrite on the Ethernet cable, 5 cm from the base.

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WHAT TO DO

1. Disconnect the Ethernet cable at the PC end, restore the BC9600 base's default settings and configure the Ethernet interface.
2. Restart the CM968X, with the cable still disconnected at the host end, restore its default settings, then restart it again.
3. Set the PC's network card to a fixed address on the same subnet as 192.168.187.31 (the article uses the example 192.168.187.30), with DHCP disabled.
4. In Aladdin, connect to the CM968X (Ethernet interface options) by socket on port 59180, and to the BC9600 (radio, data format, host interface) on port 51000.
5. Configure the base first, then the CM968X network settings according to your network, and adjust the PC's network card.
6. BC9680 as a TCP/IP client to a server: set "Connection Role of TCP/IP Channel" to "Client", the data port (51000 by default) and the server address. If the connection fails, check that the application is listening on this port, the address entered and network connectivity, and that no firewall is blocking the port.

According to the quick guide, BC968X Ethernet bases can be configured with Aladdin or by reading configuration barcodes with the scanner.

Sources: [Troubleshooting Connection Issues with BC9600 + CM968X in Aladdin 3.X](#)  – Datalogic knowledge base (KA-01701) · [Configuring a Powerscan PM9600 with BC9680 Ethernet Base for a TCP/IP Client Connection to a PC/Server](#)  – Datalogic knowledge base (KA-01777) · [Connections; Configuration; Safety](#)  – PowerScan BC9600 & BC9620 Base Stations Quick Reference Guide (Datalogic, 800000290 Rev. D, July 2025) (official documentation).

My PowerScan 9600 will not switch on or charge: battery and BC9600 base

PD9630 power supply, inductive charging on the BC9600 base, battery level and battery replacement.

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Why does my Datalogic PowerScan 9600 handheld scanner not respond when I press the trigger?

Symptoms: no beep, no light, no illumination when the trigger is pressed.

Short answer: Datalogic gives two causes: no power, or interface or power cables that are not securely attached. On a cordless model, also check the charge: new scanners are supplied almost fully discharged.

LIKELY CAUSE

The troubleshooting table in the PD9600 and PM/PBT9600 quick guides associates no response to the trigger with a power fault or cables that are not securely attached. For the PM9600 and PBT9600, Datalogic specifies that the products and their spare batteries are supplied with a very low residual charge.

WHAT TO DO

1. PD9630: check that the cable is properly fitted in the handle and plugged into the host. The scanner accepts 5 to 30 V DC; with the CM9681 module, it can be powered over Ethernet (PoE, IEEE 802.3af) or by an external power supply.
2. PM9600 or PBT9600: place the scanner on its base; a new scanner must be fully charged before first use.
3. If the scanner was switched off with the “Power Off” barcode, it stays off until the trigger is next pressed.
4. Check the battery level with a double tap on the scanner head (see [battery level](#)).
5. Check that the base is powered: its green light is solid when it is switched on.

Sources: [Troubleshooting; PD9630 Technical Specifications](#)  – PowerScan PD9600 Quick Reference Guide (Datalogic, 800000220 Rev. B, December 2023) · [Troubleshooting; Battery Charging; Power Off](#)  – PowerScan PM/PBT9600 Quick Reference Guide (Datalogic, 800000280 Rev. D, July 2025) · [Base Station LED Indications](#)  – PowerScan BC9600 & BC9620 Base Stations Quick Reference Guide (Datalogic, 800000290 Rev. D, July 2025) (official documentation).

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Why will my Datalogic PowerScan PM9600 handheld scanner not charge on its BC9600 base?

Base lights: orange or green side light bars flashing slowly while charging, solid green when the battery is full.

Short answer: Check the base power supply (a BC9620 requires its 12 V power supply and does not charge over USB) and charge between 0 and 40 °C. According to Datalogic, fast charging takes on average 3 h 15 with a 12 V adapter and 2 h 50 at 24 V, at 25 °C.

LIKELY CAUSE

According to the PM/PBT9600 quick guide, once the scanner is on the base, the lights come on green and flash orange while the charge is below 50%, green above that; they turn solid green when the battery is full. Fast charging takes on average 3 h 15 at 12 V and 2 h 50 at 24 V, at 25 °C; a higher ambient temperature makes it take longer. The base quick guide specifies that the BC9620 must be connected to its power supply: it cannot charge over USB.

Caution: Charge only between 0 and 40 °C, with power supplies, chargers and cradles approved by Datalogic. Stop using a battery that gives off an odour, heats up abnormally, changes colour or becomes deformed.

WHAT TO DO

1. Check the base's green light: if it is solid, the base is powered.
2. BC9620: connect the 12 V power supply, which is mandatory. BC9630 and BC9631: power over USB is possible, but Datalogic recommends an external power supply for intensive use or if the system is switched off at night.
3. Seat the scanner properly and watch the side light bars: orange flashing slowly (below 50%), green flashing slowly (above 50%), solid green (charged).
4. Leave at least 5 cm between two bases: according to Datalogic, bases that are too close cause interference and disrupt wireless charging systems.

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5. Charge between 0 and 40 °C, ideally between 0 and 35 °C.
6. A scanner that gets slightly warm while charging is normal: Datalogic specifies that this is not a fault.
7. Stored scanners and batteries: Datalogic recommends periodic recharging, for example 30 minutes every 3 months on a BC9600 with a 12 V adapter.

Charging is inductive: according to Datalogic, this system eliminates battery contacts, which can become dirty, bend or break. A multi-battery charger is also available as an accessory.

Sources: [Battery Charging](#); [Battery Safety](#)  – PowerScan PM/PBT9600 Quick Reference Guide (Datalogic, 800000280 Rev. D, July 2025) · [Base Station LED Indications](#); [Power Supply](#); [Cautions](#)  – PowerScan BC9600 & BC9620 Base Stations Quick Reference Guide (Datalogic, 800000290 Rev. D, July 2025) · [Chapter 1, Introduction \(Wireless Charging System\)](#)  – PowerScan Family PD/PM/PBT9600 Product Reference Guide (Datalogic) (official documentation).

How do I check the battery level of my Datalogic PowerScan 9600 handheld scanner?

Light: green, orange or red for a few seconds after a double tap on the scanner head.

Short answer: Tap twice with your fingertips on the top of the scanner head: the light comes on for a few seconds in green (battery full), orange (half charged) or red (low).

LIKELY CAUSE

The PM/PBT9600 quick guide describes this “Double Tap” indication: the battery status is obtained by tapping twice with your fingers on the top of the scanner head.

WHAT TO DO

1. Tap twice with your fingertips on the top of the scanner head.
2. Read the colour of the light: green, battery full; orange, half charged; red, low.
3. If the light is red, place the scanner on its base (see [charging](#)).

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4. If nothing lights up, the function may have been disabled: the reference guide sets it under “Battery level indication with Double TAP”.

Sources: [Battery Status; LED and Beeper Indications](#)  – PowerScan PM/PBT9600 Quick Reference Guide (Datalogic, 800000280 Rev. D, July 2025) · [Table of contents: Wireless Features](#)  – PowerScan Family PD/PM/PBT9600 Product Reference Guide (Datalogic) (official documentation).

When should I change the battery in my Datalogic PowerScan PM9600 handheld scanner?

Symptoms: decreasing battery life, a charge that no longer lasts the day.

Short answer: Datalogic recommends replacing rechargeable batteries every year to maintain maximum performance, because lithium-ion batteries lose capacity over time. To change it, push and then slide the latch downwards, open the door and remove the battery.

LIKELY CAUSE

According to the PM/PBT9600 quick guide, lithium-ion batteries lose capacity over time; Datalogic recommends replacing them annually.

Caution: Lithium-ion battery: do not burn it, disassemble it, short-circuit its terminals, puncture it or solder it, and do not expose it to liquids or high heat. Only discharge it with the scanner. If battery fluid comes into contact with an eye, do not rub: rinse with water and see a doctor.

WHAT TO DO

1. Push the battery latch and slide it downwards.
2. Open the door and remove the battery.
3. Install the new battery by following the same steps in reverse order.
4. Fully charge the new battery before use: spare batteries are supplied almost fully discharged.

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5. Dispose of the used battery in accordance with local regulations.

Source: [Changing the Batteries; Battery Safety](#) – PowerScan PM/PBT9600 Quick Reference Guide (Datalogic, 800000280 Rev. D, July 2025) (official documentation).

How do I reset and configure a Datalogic PowerScan 9600?

Returning to factory settings, programming barcodes and Datalogic Aladdin software.

How do I reset my Datalogic PowerScan 9600 handheld scanner to factory defaults?

Short answer: Scan the “Reset Default Settings” barcode in the quick guide. The factory settings depend on the interface: first check that the scanner is programmed for the correct interface.

LIKELY CAUSE

According to the PD9600 and PM/PBT9600 quick guides, this barcode restores the initial configuration, which is useful if you do not know which settings have been changed. The factory values depend on the interface type.

WHAT TO DO

1. Check that the scanner is set to the interface of your connection (see [choosing the interface](#)).
2. Scan the “Reset Default Settings” barcode in the quick guide.
3. PBT9600 connected via Bluetooth: the Datalogic knowledge base goes through “Unlink”, “Restore Default”, then the new link to the host (see [Bluetooth link](#)).

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4. CM968X, BC9600 and PM9600 set-up over Ethernet: disconnect the Ethernet cable at the host end, restore the BC9600, configure the Ethernet interface, restart the CM968X, restore its default settings, then restart it (see [Ethernet base](#)).
5. Then reprogram the keyboard country and your own settings.

According to the Datalogic knowledge base, “Restore Default” does not change the STAR radio settings (see [radio interference](#)). The reference guide also describes restoring a custom configuration (“Restore Custom Default Configuration”).

Sources: [Reset Default Settings](#)  – PowerScan PD9600 Quick Reference Guide (Datalogic, 800000220 Rev. B, December 2023) · [Programming; Reset Default Settings](#)  – PowerScan PM/PBT9600 Quick Reference Guide (Datalogic, 800000280 Rev. D, July 2025) · [Connecting PowerScan PBT9600 in SPP Mode to Windows devices](#)  – Datalogic knowledge base (KA-01737) · [Restoring Default Settings of Set CM968X + BC9600 + PM9600](#)  – Datalogic knowledge base (KA-01696) · [Table of contents: Resetting the Product Configuration to Defaults](#)  – PowerScan Family PD/PM/PBT9600 Product Reference Guide (Datalogic) (official documentation).

How do I configure my Datalogic PowerScan 9600 handheld scanner and its base with Aladdin?

Short answer: The scanner is configured with the barcodes in the reference guide or with the Datalogic Aladdin software. Some barcodes take effect in a single scan; others must be placed between two “ENTER/EXIT” scans.

LIKELY CAUSE

According to the PM/PBT9600 quick guide, programming is done with the barcodes in the reference guide or with Datalogic Aladdin. The base quick guide provides three methods for non-Ethernet bases (BC963X): Aladdin, configuration strings sent from the host over RS-232 or USB-COM, or reading configuration barcodes; Ethernet bases (BC968X) are configured with Aladdin or with barcodes.



WHAT TO DO

1. For a setting that requires it, scan “ENTER/EXIT”, the setting barcode or barcodes, then “ENTER/EXIT” again.
2. To set the date and time: “ENTER/EXIT”, “Set Date” followed by the digits of the date on the guide’s hexadecimal keypad, “Set Time” followed by six digits (HHMMSS), then “ENTER/EXIT”.
3. The reference guide groups the synchronisation of settings between scanner and base under “Configuration Updates”: automatic update, copy to the scanner or to the base.
4. Several scanners on the same base: the Datalogic knowledge base describes how, in Aladdin in offline configuration, to assign a different prefix to each scanner after disabling automatic configuration updates.

Sources: [Programming; Set Date and Time](#)  – PowerScan PM/PBT9600 Quick Reference Guide (Datalogic, 800000280 Rev. D, July 2025) · [Configuration](#)  – PowerScan BC9600 & BC9620 Base Stations Quick Reference Guide (Datalogic, 800000290 Rev. D, July 2025) · [Table of contents: Configuration Updates](#)  – PowerScan Family PD/PM/PBT9600 Product Reference Guide (Datalogic) · [Setting Independent Prefixes for PowerScan PM9X00](#)  – Datalogic knowledge base (KA-01480) (official documentation).

Updating the PowerScan 9600 firmware

The update is carried out with the Datalogic Aladdin software.

How do I update the firmware on my Datalogic PowerScan 9600 handheld scanner?

Beeps: a series of beeps while the firmware is loading.

Short answer: The update is carried out with Datalogic Aladdin. For a corded scanner over USB, the Datalogic knowledge base asks you to connect the scanner directly to the PC (not to a hub), install the USB-COM driver and choose a firmware

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that exactly matches the model.

LIKELY CAUSE

The Datalogic knowledge base describes updating a corded handheld scanner over USB with Aladdin 3.2.0.3; the example concerns a Gryphon GD4500, and the article stresses checking the model. The 9600 reference guide contains a “Flash Update” section.

WHAT TO DO

1. Use a PC running at least Windows 7 64-bit, with administrator rights; install Aladdin and, if necessary, the USB-COM drivers, then restart.
2. Connect the scanner directly to a USB port on the PC, not to a hub.
3. In Aladdin, click “Firmware Upgrade”, “Load Firmware File”, then “Config Repository”.
4. Choose the folder that exactly matches your model: the wrong firmware causes an error message.
5. Click “Firmware Upgrade With USB Cable” and scan the barcode shown on the screen.
6. The scanner emits a series of beeps while loading; wait until it has finished before disconnecting it.

When to call a technician: for cordless models and bases, whose procedure is not detailed in the articles consulted, or if Aladdin displays a firmware error.

Sources: [Upgrading Firmware of a Corded Handheld Scanner by USB with Aladdin 3.2.0.3](#)  – Datalogic knowledge base (KA-01552) · [Table of contents: Flash Update](#)  – PowerScan Family PD/PM/PBT9600 Product Reference Guide (Datalogic) (official documentation).

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PowerScan 9600 RFID: reading UHF RFID tags

The RFID version of the PBT9600 reads the barcode and the UHF RFID tags with a single press of the trigger.

Why will my Datalogic PowerScan 9600 RFID handheld scanner not read RFID tags?

Symptoms: the barcode is read, but not the UHF RFID tag.

Short answer: According to the Datalogic product page, the PowerScan 9600 RFID reads and writes UHF RFID tags up to 1 m, with a configurable range. The barcode and the tag are captured with a single press of the trigger: move the scanner closer to the tag and check the RFID settings.

LIKELY CAUSE

The Datalogic product page describes reading and writing UHF RFID tags up to 1 m (3.2 feet), with configurable range options and several tag formats. The launch press release specifies that the scanner captures the barcode and RFID tags with a single press of the trigger, including through packaging and without a direct line of sight. The RFID versions are Bluetooth PBT9600 models: Standard Range, or Document Capture with OLED display and 16-key keypad, in EU and US part numbers.

WHAT TO DO

1. Check that your scanner is an RFID version: part numbers PBT9600-SRRF... or PBT9600-DKDCR..., with the EU or US suffix.
2. Move the scanner closer to the tag: the stated range is 1 m at most, and it is adjustable.
3. Check the settings in the “RFID Modes” section of the reference guide: RFID operating mode, single tag reading, RFID output power, tag data format and additional read time.

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4. For linking and charging, the RFID version is used like a PBT9600: Datalogic declares it compatible with all bases and accessories in the PowerScan 9600 family (see [Bluetooth link](#) and [charging](#)).

The USB kits for the RFID version include the BC9630-BT base (RS-232 and USB multi-interface, Bluetooth).

Sources: [PowerScan 9600 RFID Series: Industrial Handheld Barcode Scanner - RFID System - Datalogic](#) [↗](#) – Datalogic product page · [PowerScan™ 9600 RFID Series – Revolutionizing Industrial Scanning - Datalogic](#) [↗](#) – Datalogic press release (7 May 2025) · [Table of contents: RFID Modes](#) [↗](#) – PowerScan Family PD/PM/PBT9600 Product Reference Guide (Datalogic) (official documentation).

Maintenance of the PowerScan 9600

Cleaning the scanner and products approved by Datalogic.

How do I clean my Datalogic PowerScan 9600 handheld scanner without damaging it?

Short answer: Switch off and disconnect the scanner, then wipe it with a soft cloth moistened with a Datalogic-approved cleaner and well wrung out. Never spray a product directly onto the device and do not use paper towels on the window.

LIKELY CAUSE

The PD9600 and PM/PBT9600 quick guides describe the procedure and the list of approved cleaners: 70% isopropyl alcohol wipes, Formula 409, Windex, diluted Clorox bleach (0.8% maximum), 3% hydrogen peroxide and mildly soapy water. The scanner tolerates occasional contact with brake fluid, carburettor cleaner, petrol, SAE30 engine oil and automatic transmission fluid.



Caution: Switch the scanner off and disconnect it before cleaning. Do not use abrasives, aerosols, solvents or concentrated solutions, and do not pour or spray liquid onto the device.

WHAT TO DO

1. Switch the scanner off and disconnect it.
2. Moisten a soft cloth with an approved cleaner and wring it out.
3. Wipe the surfaces; for corners, use a slightly damp cotton bud.
4. Dry with a clean cloth.
5. Clean regularly and carry out a thorough clean once a month, more often in harsh environments.

Sources: [Cleaning](#)  – PowerScan PD9600 Quick Reference Guide (Datalogic, 800000220 Rev. B, December 2023) · [Cleaning and Maintenance](#)  – PowerScan PM/PBT9600 Quick Reference Guide (Datalogic, 800000280 Rev. D, July 2025) (official documentation).

When should you call a technician for a Datalogic PowerScan 9600 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:

- **Four long beeps (“ROM Failure”):** The Datalogic quick guides provide no fix that the user can carry out (see [four long beeps](#)).
- **Firmware update of a cordless model or a base:** The procedure is not detailed in the articles consulted; a firmware error in Aladdin also requires advice from support (see [firmware](#)).

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Avoiding recurring faults on the Datalogic PowerScan 9600 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.

Detailed report

Inventory, condition of the fleet and optimisation advice.

In addition, TIMCOD corrective maintenance includes phone support (hotline), repair to working order, express exchange with a replacement device and, as an option, SWAP. Maintenance contracts come in three levels (Essentiel, Confort, Premium).

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Datalogic PowerScan 9600 scanner troubleshooting: frequently asked questions

How do I reset a Datalogic PowerScan 9600 handheld scanner?

Scan the “Reset Default Settings” barcode in the quick guide. The factory settings depend on the interface: first check that the scanner is programmed for the correct interface. Then reprogram the keyboard country and your own settings. [See the detailed entry.](#)

How do I pair a PowerScan PM9600 with its BC9600 base?

Place the scanner on the base: linking is automatic. If it was linked to another base, first scan the “Unlink” barcode. Wait for the beeps to stop and the lights to stay solid. [See the detailed entry.](#)

How do I connect a PowerScan PBT9600 to a PC via Bluetooth?

Scan “Unlink”, then “Link to Host in SPP mode” or “Link to Host in HID mode”, and add the scanner from the PC's Bluetooth settings within 5 minutes. In SPP, three rising tones confirm the connection when the virtual COM port is opened. [See the detailed entry.](#)

What do four long beeps mean on a PowerScan 9600?

Datalogic associates four long beeps, with a flashing light, with a ROM failure (“ROM Failure”). The quick guides give no fix to carry out yourself: contact Datalogic support or your maintenance provider. [See the detailed entry.](#)

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Why does a PowerScan 9600 type symbols instead of numbers?

The scanner is set to the American (US) keyboard by default, while the host computer uses AZERTY. Select the country “France” in the “Keyboard Country” mode. For a USB PD9630, Datalogic says to scan “Restore Default”, the USB interface, then “Country mode = France”. [See the detailed entry.](#)

How long does a PowerScan PM9600 take to charge?

According to Datalogic, fast charging takes on average 3 h 15 with a 12 V adapter and 2 h 50 at 24 V, at 25 °C. Charge between 0 and 40 °C. The base light bars turn solid green when the battery is full. [See the detailed entry.](#)

How do I see the battery level of a PowerScan 9600?

Tap twice with your fingertips on the top of the scanner head. The light comes on for a few seconds in green (battery full), orange (half charged) or red (low). [See the detailed entry.](#)

What is the RFID range of the PowerScan 9600 RFID?

According to the Datalogic product page, the PowerScan 9600 RFID reads and writes UHF RFID tags up to 1 m, with a configurable range. The barcode and the tag are captured with a single press of the trigger. [See the detailed entry.](#)

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Sources consulted

All the causes, procedures and signals in this guide come from the pages of the official Datalogic documentation listed below (quick guides, reference guide, product pages and knowledge base), consulted on 20 October 2026.

- [PowerScan PD9600 Quick Reference Guide, Industrial Corded Handheld Area Imager Bar Code Reader](#) [↗](#) – 800000220 Rev. B (December 2023) **official**
- [PowerScan PM/PBT9600 Quick Reference Guide, Industrial Cordless Handheld](#) [↗](#) – 800000280 Rev. D (July 2025) **official**
- [PowerScan BC9600 & BC9620 Base Stations Quick Reference Guide](#) [↗](#) – 800000290 Rev. D (July 2025) **official**
- [PowerScan Family PD/PM/PBT9600 Product Reference Guide: table of contents and chapter 1](#) [↗](#) – Product Reference Guide (software BL41 of 03/02/2022 and later) **official**
- [PowerScan 9600 Series: Industrial Handheld Barcode Scanner - Datalogic](#) [↗](#) – Datalogic product page **official**
- [PowerScan 9600 RFID Series: Industrial Handheld Barcode Scanner - RFID System - Datalogic](#) [↗](#) – Datalogic product page **official**
- [PowerScan™ 9600 RFID Series – Revolutionizing Industrial Scanning - Datalogic](#) [↗](#) – Datalogic press release (7 May 2025) **official**
- [PowerScan 9600 Series Industrial 1D/2D handheld imagers](#) [↗](#) – Datalogic online catalogue **official**
- [Restoring Default Settings of Set CM968X + BC9600 + PM9600](#) [↗](#) – Datalogic knowledge base (KA-01696) **official**
- [Connect/link scanner PM9XXX to a base with a link label only](#) [↗](#) – Datalogic knowledge base (KA-01592) **official**
- [Connecting PowerScan PBT9600 in SPP Mode to Windows devices](#) [↗](#) – Datalogic knowledge base (KA-01737) **official**
- [Connecting PowerScan PBT9600 in SPP Mode to Android devices](#) [↗](#) – Datalogic knowledge base (KA-01735) **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**
- [Understanding the Specificity of the French Keyboard AZERTY](#) [↗](#) – Datalogic knowledge base (KA-01557) **official**

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- [Solveing wrong Character Transmission issues in USB-Keyboard Mode](#)  – Datalogic knowledge base (KA-01782) **official**
- [Adjusting USB Keyboard Speed Transmission of Handheld Scanners](#)  – Datalogic knowledge base (KA-01798) **official**
- [Reducing Scan BEEP Volume on PM9600](#)  – Datalogic knowledge base (KA-01578) **official**
- [Adjusting Illumination Power Level in PowerScan 9600 Family](#)  – Datalogic knowledge base (KA-01744) **official**
- [Configuring Batch Mode for PWS9600 Mobile or Bluetooth](#)  – Datalogic knowledge base (KA-01746) **official**
- [Recognize the Optical Model that the PowerScan 9600 has](#)  – Datalogic knowledge base (KA-01747) **official**
- [Troubleshooting Connection Issues with BC9600 + CM968X in Aladdin 3.X](#)  – Datalogic knowledge base (KA-01701) **official**
- [Configuring a Powerscan PM9600 with BC9680 Ethernet Base for a TCP/IP Client Connection to a PC/Server](#)  – Datalogic knowledge base (KA-01777) **official**
- [Disabling Recharge BEEP's when Inserting a Handheld Scanner in Base](#)  – Datalogic knowledge base (KA-01772) **official**
- [Setting Fixed Channel Radio Mode in PowerScan M9600](#)  – Datalogic knowledge base (KA-01719) **official**
- [Special settings for Powerscan 9600 DPX \(DPM\) - label engraved on a metal part](#)  – Datalogic knowledge base (KA-01768) **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**
- [Upgrading Firmware of a Corded Handheld Scanner by USB with Aladdin 3.2.0.3](#)  – Datalogic knowledge base (KA-01552) **official**
- [Setting Independent Prefixes for PowerScan PM9X00](#)  – Datalogic knowledge base (KA-01480) **official**

The body of the PowerScan Family PD/PM/PBT9600 Product Reference Guide beyond the table of contents and chapter 1 (configuration chapters, RFID, appendices “LED and Beeper Indications”, “Troubleshooting” and “Maintenance”) and the attachments and images in the knowledge base articles (configuration barcodes) were not consulted for this guide and are not cited. If the fault falls under these documents, refer to the manufacturer's documentation or ask the TIMCOD technicians.

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See also

- Product pages on timcod.fr (in French): [Datalogic PowerScan 9600 Series](#), [Datalogic PowerScan 9600 RFID](#)
- All troubleshooting guides for Datalogic scanners and mobile computers ([PowerScan 9100](#), [PowerScan 9500](#), [Matrix 120](#), [Matrix 220](#), [Matrix 320](#), [Falcon X4](#), [Falcon X60 / X65](#), [Memor X3](#), [Skorpio X3](#), [Skorpio X4](#), [Skorpio X40/X45](#), [Skorpio 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-9600>, updated on 21 October 2026.

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