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TROUBLESHOOTING GUIDE

Datalogic Skorpion X3 troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Datalogic documentation, Skorpion X3 User's Manual (Windows CE and Windows Embedded Handheld editions) (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

[See the Datalogic Skorpion X3 product page →](#)

In brief. The Datalogic Skorpion X3 is an end-of-life rugged mobile computer, in brick or pistol-grip form, with a physical keypad and a laser scanner or 2D imager. Datalogic documents it under Windows CE 6.0 and Windows Embedded Handheld 6.5, with one manual per operating system. The topics the manufacturer covers in most detail are battery charging and its lights, the three restarts (warm boot, cold boot and clean boot), scanning configuration in the Decoding applet, Wi-Fi via the Summit utility (SCU) and updating via the DFU utility. This guide brings together 24 entries drawn from the manuals, the quick start guide, the safety addendum and the release notes for firmware 1.90. Click a question to open its entry.

- **A light comes on or flashes:** find the signal in the [lookup table](#) and open the matching entry.

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- **The mobile computer will not turn on, freezes or needs to be reset:** see [the mobile computer will not turn on](#), [restarting a frozen mobile computer](#) and [restoring factory settings](#).
- **The scanner does not read or the data arrives incorrectly:** see [the scanner does not read](#), [nothing appears](#) and [extra characters](#).
- **The problem keeps coming back:** the [preventive maintenance](#) section explains how it reduces this type of fault.

What do the lights on my Datalogic Skorpion X3 mean? Find the cause by signal

The Skorpion X3 shows its status with three lights: charging on the left, keypad mode in the centre, scanning on the right. Some states also appear on the display (battery icon, clean boot confirmation). The table links each signal to its cause and to the entry that resolves it.

Light or message	Lights (Datalogic manual)	Likely cause	Entry
Charging light solid red	● solid red (left)	Battery charging	Charge the battery
Charge light solid green	● solid green (left)	Charging complete, battery full	Charge the battery
Flashing red charging light	● flashing red (left)	Charge fault	Charge fault
Left light flashing amber	● flashing amber (left)	The mobile computer is sending the user a notification	Notificati on

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Light or message	Lights (Datalogic manual)	Likely cause	Entry
Scan light red while SCAN is pressed	● red (right)	Scanning in progress: until decoding (laser) or until the timeout expires (imager)	<u>The scanner does not scan</u>
Scan light green	● green (right)	Barcode successfully decoded	<u>Barcode read but nothing appears</u>
Scan light red when entering standby	● red (right)	The mobile computer is starting to go into standby	<u>Going to sleep</u>
Centre light off	○ off (centre)	Keypad in primary mode	<u>Keypad modes</u>
Centre light solid yellow	● solid yellow (centre)	Keypad yellow function mode	<u>Keypad modes</u>
Centre light solid blue	solid blue (centre)	Keypad blue function mode	<u>Keypad modes</u>
Centre light pink	pink (centre)	Caps lock (CapsLock) enabled	<u>Keypad modes</u>
Low battery icon in the taskbar, Low Battery warning	—	Low battery	<u>Battery level</u>

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Light or message	Lights (Datalogic manual)	Likely cause	Entry
Black screen and no light after pressing ON/OFF	—	Battery not sufficiently charged: the device refuses to start	<u>The mobile computer does not turn on</u>
Clean boot confirmation dialogue box	—	Clean boot requested with Esc + 0 after a cold boot	<u>Factory settings</u>

The light states come from the “LED Status” table (section 4.5.1) of the Skorpion X3 User's Manual, identical under Windows CE and Windows Embedded Handheld. The “Low Battery” warning is cited in the firmware 1.90 release notes for Windows CE 6.0. A dash indicates that the page consulted does not specify the light state. The blue light and the pink light are described in the text.

Datalogic Skorpion X3 warning lights: causes and solutions

The left light indicates charging and notifications: its rhythm and colour distinguish a fault from a simple message.

Why is the charging light on my Datalogic Skorpion X3 mobile computer flashing red?

Light: charging light (on the left) flashing red.

Short answer: According to the Datalogic manual, a flashing red charging light indicates a charging fault. Check that the room is between 0 and 35 °C, that the power supply is Datalogic-approved and that the wall charger is not plugged into the mobile computer while it is sitting in its cradle.

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LIKELY CAUSE

The “LED Status” table associates the charging light flashing red with a charging fault. The manual sets charging between 0 and 35 °C to achieve the maximum charging speed and forbids connecting the wall charger to the micro-USB port when the mobile computer is in the cradle.

Caution: Datalogic warns of a risk of explosion if the battery is replaced with an incorrect type. Use only a Datalogic-approved power supply, do not short-circuit the battery contacts and do not expose it to direct sunlight.

WHAT TO DO

1. Remove the mobile computer from the cradle or unplug the charger.
2. Place the mobile computer and the battery in a room between 0 and 35 °C: Datalogic says never to charge the mobile computer or spare batteries in an enclosed space where heat builds up.
3. Use a single charging source: the micro-USB wall charger or the cradle, never the wall charger plugged into the mobile computer while it is in the cradle.
4. Check that the power supply used is approved by Datalogic.
5. If you charge in a cradle, check the condition of the contacts: Datalogic recommends cleaning them every six months (see [cleaning the cradle contacts](#)).
6. If the battery is damaged, gets hot, gives off an unusual smell or changes colour or shape, stop using it.

Sources: [4.5.1 LED Status](#) · [2.1 Charging the Battery Pack](#) · [2.2 Replacing the Battery Pack](#) – Skorpion X3 User's Manual (Windows Embedded Handheld) (official documentation).

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Why is the light on my Datalogic Skorpion X3 flashing orange?

Light: left light flashing amber.

Short answer: In the light table of the Datalogic manual, the left light flashing amber means that the mobile computer is sending you a notification. This is not a charging fault: turn on the display and look at the messages and the taskbar.

LIKELY CAUSE

The “LED Status” table puts charging (red, green) and user notifications (flashing amber) on the same left light. Only flashing red corresponds to a charging fault.

WHAT TO DO

1. Turn on the display and read the notification shown.
2. Look at the battery icon in the taskbar: according to the manual, it shows in particular when the battery is low.
3. If the light is flashing red rather than amber, see [charging fault](#).

Sources: [4.5.1 LED Status](#) · [4.5.2 Taskbar](#) – Skorpion X3 User's Manual (Windows Embedded Handheld) (official documentation).

The scanner on my Datalogic Skorpion X3 no longer reads barcodes: causes and solutions

The scan light and the Decoding applet tell you whether the problem lies with aiming or with the configuration.

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

Light: the scan light (on the right) stays red and does not turn green.

Short answer: First check the aiming: on the laser version, the light line must cross the entire barcode; on the imager version, centre the aiming pattern on the barcode. If the scan light still does not turn green, check that the symbology is enabled in the Decoding applet.

LIKELY CAUSE

The scan light comes on red when SCAN or the trigger is pressed, until decoding (laser) or until the timeout expires (imager), then turns green after a successful read. The manual links a successful read to aiming, distance and symbology configuration.

Caution: Do not stare into the beam: the Datalogic safety addendum classifies the Skorpion X3 scan module as a Class 2 laser device.

WHAT TO DO

1. Press the SCAN key or, on the pistol-grip version, the trigger.
2. Laser version: aim at the barcode within the reading range; the light band must cover the whole barcode.
3. Imager version: centre the aiming pattern on the barcode, whatever its orientation. Move the mobile computer closer for barcodes with thin bars.
4. Stay within the depth of field stated in the data sheet: from 4 to 82 cm for the laser and from 3.5 to 41.5 cm for the 2D imager (extreme values, depending on the barcode).
5. Open the Decoding applet: Start > Settings > System > Decoding under Windows Embedded Handheld, Start > Settings > Control Panel > Decoding under Windows CE. Check that the symbology is enabled (see [barcode type not read](#)).

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6. Clean the scan window with a slightly damp cloth, without alcohol, solvent or abrasive products.

Sources: [4.3 Data Capture](#) – Skorpion X3 User's Manual (Windows Embedded Handheld) · [4.3 Data Capture](#) – Skorpion X3 User's Manual (Windows CE) · [4.5.1 LED Status](#) – Skorpion X3 User's Manual (Windows Embedded Handheld) · [2.3 Cleaning the Mobile Computer](#) – Skorpion X3 User's Manual (Windows Embedded Handheld) · [SKORPIO X3](#) – Skorpion X3 data sheet (French) · [Skorpion X3 Mobile Computer Safety & Regulatory Addendum](#) – Safety & Regulatory Addendum (852001120 Rev. A) (official documentation).

Why does my Datalogic Skorpion X3 read some barcodes and not others?

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

Short answer: Each symbology has its own page in the Decoding applet, with an enable box, lengths and a check digit. Enable the symbology of the rejected barcode, check its lengths, then save.

LIKELY CAUSE

According to section 4.6.1, the Decoding applet has seven general configuration pages and one page per symbology; each symbology page offers the Enable option, lengths and check digit.

WHAT TO DO

1. Open the Decoding applet (Start > Settings > System > Decoding under Windows Embedded Handheld, Control Panel under Windows CE).
2. Open the page for the relevant symbology and tick Enable.
3. Check the permitted lengths and the check digit option.
4. Save with Save (New Settings) and confirm with Yes; under Windows CE, also save the registry (see [lost settings](#)).

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Under Windows CE 6.0, the firmware 1.90 release notes fix several scanning faults: freezing on certain QR Codes in Chinese code pages, an improved Code 39 algorithm on laser models, better Codabar decoding and alignment of the 2D scanning centre. In these cases, check the firmware version (see [update](#)).

Sources: [4.6.1 Data Capture Configuration](#) – Skorpion X3 User's Manual (Windows Embedded Handheld) · [4.6.1 Data Capture Configuration](#) – Skorpion X3 User's Manual (Windows CE) · [Skorpion X3 Windows CE 6.0 Version 1.90 Firmware Release](#) – Firmware 1.90 release notes (Windows CE 6.0) (official documentation).

Barcodes scanned by my Datalogic Skorpion X3 arrive incorrectly in the application: causes and solutions

When the light turns green but the input is empty or altered, the setting at fault is in the Devices and Formatting pages of the Decoding applet.

Why do the barcodes scanned by my Datalogic Skorpion X3 not appear in my application?

Symptoms: the scan light turns green but nothing is written in the field.

Short answer: The green light confirms that the barcode has been decoded: it is the sending of the data that fails. In the Decoding applet, Devices page, check that the scanner's keyboard emulation (keyboard wedge) is enabled.

LIKELY CAUSE

According to section 4.6.1, the Devices page of the Decoding applet is used to enable or disable keyboard emulation (keyboard wedge) for the barcode scanner.

WHAT TO DO

1. Open the Decoding applet.
2. Go to the Devices page and enable the barcode scanner's keyboard wedge.

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3. Save (Save, then Yes) and, under Windows CE, save the registry with Persistent Registry.
4. If extra characters come with the barcode, see [extra characters](#).

Sources: [4.6.1 Data Capture Configuration](#)  – Skorpio X3 User's Manual (Windows Embedded Handheld) · [4.6.1 Data Capture Configuration](#)  – Skorpio X3 User's Manual (Windows CE) (official documentation).

Why are extra characters added to the barcodes scanned by my Datalogic Skorpio X3?

Symptoms: the barcode arrives with characters before, after or between the data.

Short answer: The Skorpio X3 can add a prefix, a suffix or a separator to the scanned data. These strings are set in the Formatting page of the Decoding applet: clear or correct them according to what your application expects.

LIKELY CAUSE

According to section 4.6.1, the Formatting page of the Decoding applet defines the prefix, suffix and data separator strings.

WHAT TO DO

1. Open the Decoding applet, then the Formatting page.
2. Check the Prefix, Suffix and Data separator strings.
3. Delete or correct those that the application does not expect.
4. Save (Save, then Yes) and, under Windows CE, save the registry.

The Skorpio X3 manual does not describe a dedicated option for adding the Enter key.

Source: [4.6.1 Data Capture Configuration](#)  – Skorpio X3 User's Manual (Windows Embedded Handheld) (official documentation).

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

Wi-Fi is set up in the Summit Client Utility (SCU), Bluetooth in Bluetooth Manager, and the PC connection goes through WMDC or ActiveSync.

Why will my Datalogic Skorpion X3 mobile computer not connect to Wi-Fi?

Symptoms: no network, application offline, empty connection status in the SCU.

Short answer: The Skorpion X3's 802.11 a/b/g Wi-Fi is set up in the Summit Client Utility (SCU). Check that the radio is on and that the network profile is saved (Commit) and selected, then check the connection in the Status tab.

LIKELY CAUSE

According to the manual, the Wi-Fi radio is on by default but can be turned off to save power; the connection depends on a profile created in the SCU.

Caution: Use only the supplied antenna or an approved replacement antenna, and switch off the mobile computer in healthcare facilities when the posted regulations require it.

WHAT TO DO

1. Open the SCU: Start > Summit > SCU under Windows Embedded Handheld; Start > Programs > Summit > SCU, or the Wi-Fi icon in Control Panel, under Windows CE.
2. Under Windows Embedded Handheld, check in Wireless Manager (Start > Settings > Connections) that the radio is on.
3. Profile tab: enter the network information or tap Scan, choose the SSID and tap Configure.
4. Set the security by following the on-screen instructions, then tap Commit to save the profile.
5. Main tab: select the profile; if it was created by Scan, it has the SSID's name.

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6. Status tab: check the network connection.

When to call a technician: for settings specific to your installation (security, authentication), the manual refers you to your wireless network administrator.

Under Windows CE 6.0, firmware 1.90 updates the Summit drivers to version 3.4.6.12 and fixes a memory leak that froze the status shown by the SCU, as well as 802.11d channel and certificate issues.

Sources: [3.4 WLAN Connection](#) – Skorpion X3 User's Manual (Windows Embedded Handheld) · [4.6.6 Wireless Communications](#) – Skorpion X3 User's Manual (Windows Embedded Handheld) · [4.6.6 Wireless Communications](#) – Skorpion X3 User's Manual (Windows CE) · [3.6 Wireless and Radio Frequencies Warnings](#) – Skorpion X3 User's Manual (Windows Embedded Handheld) · [Skorpion X3 Windows CE 6.0 Version 1.90 Firmware Release](#) – Firmware 1.90 release notes (Windows CE 6.0) (official documentation).

Why does my Datalogic Skorpion X3 lose Wi-Fi when it wakes from standby?

Symptoms: the application loses the network for a few seconds after the mobile computer wakes up.

Short answer: According to Datalogic, standby cuts the radio link; on waking, the Wi-Fi driver can take up to 30 seconds to reassociate with the access point. Wait for this time before restarting your transaction.

LIKELY CAUSE

Section 3.4 of the Windows CE manual states that suspending the mobile computer interrupts the radio connection and that reassociation of the 802.11 a/b/g driver can take up to 30 seconds.

WHAT TO DO

1. After waking, wait up to 30 seconds, then check the connection in the SCU Status tab.

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2. If these dropouts disrupt work, lengthen the delay before standby in the POWER applet (see [standby](#)).
3. If the connection does not come back, see [Wi-Fi connection](#).

Sources: [3.4 WLAN Connection](#)  – Skorpion X3 User's Manual (Windows CE) · [4.1 Startup](#)  – Skorpion X3 User's Manual (Windows Embedded Handheld) (official documentation).

Why can my Datalogic Skorpion X3 not find my Bluetooth printer?

Symptoms: no device in the Bluetooth Manager search list.

Short answer: The Skorpion X3's Bluetooth is disabled on delivery to save battery. Turn on the radio, make the printer discoverable and bring the two devices close together, then start the search in Bluetooth Manager.

LIKELY CAUSE

According to the manual, Bluetooth models communicate with devices such as a printer, but the module is off by default; pairing requires two devices that are switched on, discoverable and close to each other.

WHAT TO DO

1. Turn on the Bluetooth radio: in Wireless Manager under Windows Embedded Handheld, or by ticking Enable Bluetooth Radio in the Settings tab of Bluetooth Manager.
2. Put the printer in discoverable mode, close to the mobile computer.
3. In Bluetooth Manager, search by device type or open the Discovery tab.
4. Select the device, choose the service and configure its options.
5. If authentication is requested, enter the remote device's PIN code given in its documentation.
6. To make the Skorpion X3 visible from another device, tap Find Me: it stays discoverable for 60 seconds.

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Sources: [3.5 WPAN Connections](#) · [4.6.6 Wireless Communications](#) · [4.7.2 Bluetooth Manager Device Setup](#) – Skorpion X3 User's Manual (Windows Embedded Handheld) (official documentation).

Why does my computer not detect my Datalogic Skorpion X3 over USB?

Symptoms: no synchronisation, mobile computer missing from Windows Mobile Device Center.

Short answer: Synchronisation goes through Windows Mobile Device Center (WMDC), which Datalogic states is compatible with Windows Vista and Windows 7; under Windows XP, Microsoft ActiveSync is required. Connect the mobile computer with the HandyLink USB cable or via the cradle, turning on the computer before placing the mobile computer in the cradle.

LIKELY CAUSE

The quick start guide and section 4.7.1 limit WMDC to Windows Vista and 7. Section 3.1 requires, with the cradle, that the computer be switched on before the mobile computer is inserted.

WHAT TO DO

1. Install WMDC (Windows Vista or 7) or ActiveSync (Windows XP or earlier) on the computer.
2. Connect the mobile computer with the HandyLink USB cable 94A051970, or via the cradle connected over USB.
3. With the cradle: turn on the computer first, then place the mobile computer in the cradle.
4. Follow the WMDC wizard: accept the licence, choose the synchronisation types and name the device; synchronisation then starts automatically.
5. For a serial connection, use the HandyLink RS-232 cable 94A051972.

According to the manual, WMDC also works over an RS-232 link and over Bluetooth.

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Sources: [3.1 USB Connection](#) – Skorpion X3 User's Manual (Windows Embedded Handheld) · [3.3 RS232 Connection](#) – Skorpion X3 User's Manual (Windows Embedded Handheld) · [4.7.1 Windows Mobile Device Center](#) – Skorpion X3 User's Manual (Windows Embedded Handheld) · [Skorpion X3 Mobile Computer Quick Start Guide](#) – Skorpion X3 Quick Start Guide (822001104 Rev. A) (official documentation).

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

Symptoms: the connected peripheral is not recognised.

Short answer: USB peripherals are connected with the HandyLink micro-USB host cable 94A051971 and must draw less than 100 mA. Datalogic states that it cannot guarantee compatibility with all peripherals.

LIKELY CAUSE

Section 3.2 of the manual: the Skorpion X3 accepts a USB keyboard or flash drive through the dedicated host cable, within a 100 mA current limit.

WHAT TO DO

1. Connect the peripheral to the HandyLink micro-USB host cable 94A051971, not to the client cable used for the PC.
2. Check in the peripheral's documentation that its current draw stays below 100 mA.
3. Try another peripheral: compatibility is not guaranteed for all models.

Source: [3.2 Connection to USB Peripherals](#) – Skorpion X3 User's Manual (Windows Embedded Handheld) (official documentation).

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The battery in my Datalogic Skorpion X3 will not charge or runs down quickly: causes and solutions

Datalogic details the charging modes, the temperature range, battery replacement and care of the cradle contacts.

Why will my Datalogic Skorpion X3 mobile computer not charge from my computer's USB port?

Light: the charging light (on the left) does not turn solid red.

Short answer: Datalogic states that the micro-USB port can charge the battery from a computer or a self-powered USB hub, but only when the Skorpion X3 is in standby. Put the mobile computer in standby, or charge it with the micro-USB wall charger or in its cradle.

LIKELY CAUSE

Section 2.1 of the manual provides for three charging modes: the micro-USB wall charger, the cradle, and the USB port of a computer or self-powered hub, only with the mobile computer in standby. The charging light is red while charging and green when the battery is full.

Caution: Charge between 0 and 35 °C and never in an enclosed space where heat builds up. Use only a Datalogic-approved power supply and do not plug the wall charger into the mobile computer while it is in the cradle.

WHAT TO DO

1. Connect a micro-USB wall charger to the mobile computer's charging port, or place the mobile computer in its powered cradle.
2. To charge from a computer, first put the mobile computer in standby by pressing ON/OFF.
3. Check the charging light: solid red while charging, solid green when the battery is full.

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4. A spare battery is charged separately, in the spare battery slot of the single-slot cradle or in the multi-battery charger.
5. Before first use, charge the battery: it is not supplied fully charged.

The mobile computer may get warm while charging: according to Datalogic, this is normal and does not indicate a fault.

Sources: [2.1 Charging the Battery Pack](#)  – Skorpion X3 User's Manual (Windows Embedded Handheld) · [4.5.1 LED Status](#)  – Skorpion X3 User's Manual (Windows Embedded Handheld) · [SKORPIO X3](#)  – Skorpion X3 data sheet (French) (official documentation).

Why does the battery indicator on my Datalogic Skorpion X3 show the wrong level after charging?

Symptoms: inconsistent battery level just after unplugging the charger.

Short answer: According to Datalogic, the battery level may be displayed incorrectly for several minutes after the Skorpion X3 is unplugged if the charging cycle was not complete. Wait a few minutes, then let the next charge run until the light turns green.

LIKELY CAUSE

Section 2.1 of the manual mentions this for an interrupted charging cycle. The battery icon in the taskbar also shows when the battery is low.

WHAT TO DO

1. Wait a few minutes after unplugging before relying on the battery icon.
2. On the next charge, leave the mobile computer charging until the light is solid green.
3. Avoid storing the battery fully charged or nearly empty for long periods, and recharge it every two to three months if it is not in use.
4. Store the mobile computer and spare batteries between 20 and 30 °C for maximum service life.

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5. Datalogic recommends replacing the battery every year (see [replacing the battery](#)).

Under Windows CE 6.0, the firmware 1.90 release notes state that the “Low Battery” warning now appears at the right time.

Sources: [2.1 Charging the Battery Pack](#) – Skorpion X3 User's Manual (Windows Embedded Handheld) · [4.5.2 Taskbar](#) – Skorpion X3 User's Manual (Windows Embedded Handheld) · [Skorpion X3 Windows CE 6.0 Version 1.90 Firmware Release](#) – Firmware 1.90 release notes (Windows CE 6.0) (official documentation).

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

Short answer: Switch off the mobile computer, pull the battery latch down and remove the battery; insert the tabs of the new battery into their slots and press until the latch clicks twice. Datalogic recommends replacing the battery every year.

LIKELY CAUSE

Section 2.2 of the manual describes the replacement and section 2.1 recommends annual replacement to avoid risks and malfunctions.

Caution: Use only a battery of the specified type: an unsuitable battery presents a risk of explosion or fire. Do not short-circuit the contacts, do not use a damaged battery and stop using it if it gets hot, smells unusual or becomes deformed. In the event of a leak, avoid contact with skin and eyes, rinse with water and see a doctor. Collect used batteries separately from the device.

PROCEDURE

1. Switch off the Skorpion X3: never replace the battery with the mobile computer switched on.
2. Pull the battery latch down.
3. Remove the battery.
4. Insert the alignment tabs of the new battery into the slots, then press firmly until the latch clicks twice.

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5. Switch the mobile computer back on with ON/OFF.

When to call a technician: the manual restricts battery installation and charging to authorised personnel who follow the instructions in the manual.

Sources: [2.2 Replacing the Battery Pack](#) – Skorpion X3 User's Manual (Windows Embedded Handheld) · [2.1 Charging the Battery Pack](#) – Skorpion X3 User's Manual (Windows Embedded Handheld) · [Skorpion X3 Mobile Computer Safety & Regulatory Addendum](#) – Safety & Regulatory Addendum (852001120 Rev. A) (official documentation).

Should I clean the cradle contacts on my Datalogic Skorpion X3?

Short answer: Yes: Datalogic recommends cleaning the cradle contacts every six months, more often in dusty environments. Unplug the power cable, rub only the contacts with a dry or slightly moistened cloth, and let them dry before switching the power back on.

LIKELY CAUSE

Section 2.3.1 of the manual describes the procedure for cleaning the cradle contacts and the auxiliary battery contacts.

Caution: Do not use abrasive or aggressive products or abrasive pads on the contacts, scan windows or plastics.

PROCEDURE

1. Unplug the cradle's power cable; for the auxiliary battery contacts, also remove the Ethernet module.
2. Use a dry cloth, or one moistened with a mild solution or isopropyl alcohol diluted to no more than 20%.
3. Rub gently back and forth, only along the contacts.
4. Clean the surrounding plastic with a dry cloth, or with water only if it is very dirty.

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5. Go over it again with a clean, dry cloth.

6. Let the solution evaporate completely before switching the cradle back on.

The mobile computer itself is cleaned with a slightly damp cloth, without alcohol, corrosive products or solvents.

Sources: [2.3.1 Dock Contacts Cleaning Procedure](#) [↗](#) · [2.3 Cleaning the Mobile Computer](#) [↗](#) – Skorpion X3 User's Manual (Windows Embedded Handheld) (official documentation).

Resetting and saving the settings on my Datalogic Skorpion X3: procedures

A clean boot returns the mobile computer to its factory state; saving the registry prevents settings from being lost on restart.

How do I restore my Datalogic Skorpion X3 mobile computer to factory settings?

Message: clean boot confirmation dialogue box, confirmed with the Enter key.

Short answer: A full reset of the Skorpion X3 is called a “clean boot”: perform a cold boot, immediately hold down the Esc and O keys, then confirm with Enter. The registry and file system return to their factory state: back up your data first.

LIKELY CAUSE

According to the “Resetting the Skorpion X3” section, a clean boot returns the registry and file system to a clean, factory-compliant configuration, with no user settings or files. The firmware 1.90 release notes point out that it erases all data and applications.

Caution: A clean boot erases all user data and applications: make a backup before starting it.

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PROCEDURE

1. Back up the data and applications you want to keep.
2. Perform a cold boot: mobile computer off, battery removed, press SCAN and the Reset button in the battery compartment simultaneously, refit the battery, then press ON/OFF.
3. Immediately after the reset, hold down the Esc and O keys together.
4. A dialogue box asks for confirmation: press Enter.
5. On restart, the Welcome Wizard offers to calibrate the touchscreen (see [touchscreen](#)).
6. As the user settings have been erased, then reconfigure Wi-Fi and scanning.

A warm boot and a cold boot keep user files (see [restarting the mobile computer](#)).

Sources: [4.4.5 Resetting the Skorpion X3](#)  – Skorpion X3 User's Manual (Windows Embedded Handheld) · [4.4.6 Resetting the Skorpion X3](#)  – Skorpion X3 User's Manual (Windows CE) · [4.2 Windows Embedded Handheld Welcome Wizard](#)  – Skorpion X3 User's Manual (Windows Embedded Handheld) · [Skorpion X3 Windows CE 6.0 Version 1.90 Firmware Release](#)  – Firmware 1.90 release notes (Windows CE 6.0) (official documentation).

Why does my Datalogic Skorpion X3 lose its scanning settings after a restart?

Symptoms: symbologies or formatting revert to their previous state after a warm boot or a cold boot.

Short answer: In the Decoding applet, each change must be saved with Save then Yes. Under Windows CE, you must also save the registry with the Persistent Registry applet, otherwise the settings will not survive a restart.

LIKELY CAUSE

The Windows CE manual states that, to keep scanning settings permanently, you must save the registry with the Persistent Registry applet; on both a warm boot and a cold boot, the registry is restored from flash memory.

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WHAT TO DO

1. In the settings menu of the Decoding applet, select Save (New Settings) and confirm with Yes.
2. Under Windows CE: Start > Settings > Control Panel, double-tap Persistent Registry, tap Persist then OK.
3. To start again from a known configuration, the same Decoding applet menu offers Factory Defaults, Minimum Settings, Maximum Settings and Revert to Saved Settings.

Sources: [4.6.5 Persistent Registry](#) – Skorpion X3 User's Manual (Windows CE) · [4.6.1 Data Capture Configuration](#) – Skorpion X3 User's Manual (Windows CE) · [4.6.1 Data Capture Configuration](#) – Skorpion X3 User's Manual (Windows Embedded Handheld) (official documentation).

My Datalogic Skorpion X3 will not start, freezes or needs updating: causes and solutions

Start-up, standby, warm boot and cold boot, then firmware update with the DFU utility.

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

Symptoms: black screen, no light after pressing ON/OFF.

Short answer: The Skorpion X3 constantly monitors its battery level: if the battery is not sufficiently charged, it refuses to turn on. Fit a sufficiently charged battery or place the mobile computer in a powered cradle, then press ON/OFF again.

LIKELY CAUSE

According to section 2.2 of the manual, the mobile computer checks its battery level to preserve its battery life and does not start if the battery is insufficiently charged. It turns on when the battery or external power supply is in place and ON/OFF is pressed.

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WHAT TO DO

1. Check that the battery is properly locked: the latch must have clicked twice.
2. Place the mobile computer in a powered cradle or replace the battery with a charged one.
3. Press ON/OFF and wait a few seconds for start-up to finish before doing anything.
4. If the screen stays frozen, perform a cold boot (see [restarting the mobile computer](#)).

On delivery, the battery is disconnected at the factory to prevent excessive discharge and is not fully charged: Datalogic states that the first thing to do is to charge it.

Sources: [2.2 Replacing the Battery Pack](#) · [4.1 Startup](#) · [2.1 Charging the Battery Pack](#) – Skorpion X3 User's Manual (Windows Embedded Handheld) (official documentation).

Why does the display on my Datalogic Skorpion X3 switch off by itself?

Light: the scan light (on the right) comes on red when standby begins.

Short answer: The Skorpion X3 goes into low-power mode after an adjustable period of inactivity. Press ON/OFF to wake it; the delay is set in the POWER applet in Control Panel.

LIKELY CAUSE

Section 4.1 states that the mobile computer goes into low-power mode after a programmable delay defined in the POWER applet. The light table specifies that the scan light comes on red when the device begins to go into standby.

WHAT TO DO

1. Press ON/OFF to wake the mobile computer.
2. If the option is enabled, the SCAN key also wakes the mobile computer.
3. The triggers can be declared as wake-up buttons in the Triggers applet.
4. To lengthen the delay before standby, open the POWER applet in Control Panel.

After waking, the Wi-Fi connection can take up to 30 seconds to return (see [Wi-Fi after standby](#)).

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Sources: [4.1 Startup](#) · [4.5.1 LED Status](#) · [4.4 Description of the Keyboards](#) · [4.6.4 Triggers](#) – Skorpion X3 User's Manual (Windows Embedded Handheld) (official documentation).

Why does my Datalogic Skorpion X3 mobile computer stay stuck on an application?

Symptoms: frozen application, screen no longer responds to the stylus or keypad.

Short answer: Datalogic provides two restarts that keep your files: a warm boot closes the frozen application, a cold boot resets the whole system. For a cold boot, switch off the mobile computer, remove the battery and press the SCAN key and the Reset button in the battery compartment at the same time.

LIKELY CAUSE

According to the manual, a warm boot ends an application that has stopped responding and clears the working memory without affecting the file system; a cold boot forces all applications to close and fully resets the system. In both cases, the registry is restored from flash memory and user files are kept.

COLD BOOT PROCEDURE

1. Switch off the Skorpion X3 with the ON/OFF key.
2. Pull the battery latch down and remove the battery.
3. Simultaneously press the SCAN key and the Reset button located in the battery compartment.
4. Refit the battery.
5. Switch the mobile computer back on with the ON/OFF key.

The warm boot key combination only appears as a diagram in the Datalogic manual. Under Windows CE, save your settings with Persistent Registry before restarting (see [lost settings](#)).

Sources: [4.4.5 Resetting the Skorpion X3](#) – Skorpion X3 User's Manual (Windows Embedded Handheld) · [4.4.6 Resetting the Skorpion X3](#) – Skorpion X3 User's Manual (Windows CE) (official documentation).

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How do I update the firmware on my Datalogic Skorpion X3?

Short answer: For a few mobile computers, Datalogic provides the Datalogic Firmware Utility (DFU) installed on a PC, with an ActiveSync or WMDC connection; for a fleet, Wavelink Avalanche. With the battery well charged or the mobile computer powered, do not unplug anything and do not touch the mobile computer during the update.

LIKELY CAUSE

Section 4.8 of the manual describes updating via DFU; the firmware 1.90 release notes for Windows CE 6.0 specify the conditions to be met.

Caution: During the update, do not disconnect the external power supply, do not use the mobile computer and do not press the keys, the display, ON/OFF or the trigger (Datalogic release notes).

PROCEDURE

1. Download the firmware image from the Datalogic website, Downloads section.
2. Uninstall any previous version of DFU, then install DFU on the PC with DFU_Setup.exe. For Windows CE firmware 1.82 and later, the release notes require DFU 4.8.2.0 or newer.
3. Check that at least 58 MB of flash memory is free (release notes 1.90).
4. Establish the ActiveSync or WMDC connection: cradle connected via USB or RS-232, or HandyLink USB cable.
5. Launch DFU (Start > Programs > Datalogic), select the connection, choose the image file and click Update.
6. DFU checks the compatibility of the image, updates the mobile computer, then automatically performs a warm restart.
7. The release notes then recommend an optional clean boot, which erases all data (see factory settings).

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Sources: [4.8 Datalogic Firmware Utility](#) – Skorpion X3 User's Manual (Windows CE) · [4.8 Datalogic Firmware Utility](#) – Skorpion X3 User's Manual (Windows Embedded Handheld) · [Skorpion X3 Windows CE 6.0 Version 1.90 Firmware Release](#) – Firmware 1.90 release notes (Windows CE 6.0) (official documentation).

Datalogic Skorpion X3 touchscreen and keypad: causes and solutions

Screen calibration, keypad modes shown by the centre light and function key assignment.

Why is the centre light on my Datalogic Skorpion X3 yellow, blue or pink?

Light: centre light solid yellow, solid blue or pink.

Short answer: The centre light shows the keypad mode: yellow for the functions printed in yellow, blue for the functions printed in blue, pink when caps lock (CapsLock) is active. If a key does not type the expected character, check this light first.

LIKELY CAUSE

According to the manual, the yellow modifier key works as a toggle key; the blue key only acts on the next key (one shot key). The centre light is off in primary mode.

READING THE LIGHT

1. Light off: the keypad is in primary mode.
2. Light solid yellow: the yellow key is activated; it is a toggle key.
3. Light solid blue: the blue function applies to the next key only.
4. Light pink: CapsLock is on, letters are typed in capitals.
5. After the blue key, the Backlight key turns the backlight on or off.

The Skorpion X3 is available with three backlit keypads: 50-key full alphanumeric, 38-key alphanumeric and 28-key numeric.

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Sources: [4.5.1 LED Status](#) – Skorpion X3 User's Manual (Windows Embedded Handheld) · [4.4 Description of the Keyboards](#) – Skorpion X3 User's Manual (Windows Embedded Handheld) · [SKORPIO X3](#) – Skorpion X3 data sheet (French) (official documentation).

Why does the touchscreen on my Datalogic Skorpion X3 respond off-target from the stylus?

Symptoms: stylus taps are offset from the items displayed.

Short answer: The screen needs to be calibrated. Under Windows Embedded Handheld, open Start > Settings > System > Screen and tap Align Screen; under Windows CE, open the Stylus applet in Control Panel, Calibration tab, then Recalibrate.

LIKELY CAUSE

According to the manual, the calibration is saved persistently in the registry; the Welcome Wizard offers it at first start-up, after a clean boot and after the registry has been restored to its default values.

PROCEDURE

1. Windows Embedded Handheld: Start > Settings > System > Screen, then Align Screen.
2. Windows CE: Control Panel, double-tap Stylus, Calibration tab, then Recalibrate.
3. With the stylus, tap briefly and precisely in the centre of each target.
4. The new settings are saved in the registry.

Sources: [4.6.7 Stylus Calibration](#) – Skorpion X3 User's Manual (Windows Embedded Handheld) · [4.6.7 Stylus Calibration](#) – Skorpion X3 User's Manual (Windows CE) · [4.2 Windows Embedded Handheld Welcome Wizard](#) – Skorpion X3 User's Manual (Windows Embedded Handheld) (official documentation).

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Why does an F key on my Datalogic Skorpion X3 open another application?

Symptoms: a function key launches a Windows program instead of acting in the business application.

Short answer: Under Windows Embedded Handheld, Windows assigns keys F1 to F10 (except F5) to default applications. The DL Buttons applet lets you associate a key with another application or remove its assignment by selecting None.

LIKELY CAUSE

Section 4.6.3 of the manual specifies this for Windows Embedded Handheld. The triggers, including the Scan key, are also assigned by default by DL Buttons (section 4.6.4).

WHAT TO DO

1. Open the DL Buttons applet in the mobile computer's settings.
2. Select the key concerned.
3. Associate it with the desired application, or select None to disable its assignment.
4. If the Scan key no longer triggers scanning, check its assignment in the DL Buttons and Triggers applets.

Sources: [4.6.3 DL Buttons](#) · [4.6.4 Triggers](#) – Skorpion X3 User's Manual (Windows Embedded Handheld) (official documentation).

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

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

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- **Site-specific Wi-Fi configuration:** for settings specific to your installation (security, authentication), the manual refers you to your wireless network administrator.
- **Battery replacement and charging:** the manual restricts battery installation and charging to authorised personnel who follow the instructions in the manual.

Avoiding recurring faults on the Datalogic Skorpion X3 mobile computer: preventive maintenance

Worn battery, unstable Wi-Fi, system not up to date: several entries in this guide cover points that a preventive maintenance visit checks before they cause a breakdown.

TIMCOD preventive maintenance is part of the through-life maintenance (MCO) TIMCOD provides for your fleet (page in French). In particular, it includes:

Preventive battery replacement

Recommended every 18 to 24 months, for removable batteries.

Wi-Fi coverage audit

Installation, coverage survey (site survey) and improvement.

General check of the devices

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

Security patch updates

Installation of Android updates, where feasible.

Inventory of the fleet under contract

Type, configuration and IP address of each device.

Training and skills transfer

Transfer of technical skills on using the equipment.

Detailed report

Inventory, condition of the fleet and optimisation advice.

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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 Skorpion X3 mobile computer troubleshooting: frequently asked questions

How do I reset a Datalogic Skorpion X3?

Perform a clean boot: cold boot, then hold down the Esc and O keys immediately afterwards, and confirm with Enter. The registry and file system return to their factory state and all user data is erased. Back it up first. [See the detailed entry.](#)

How do I perform a cold boot on a Skorpion X3?

Switch off the mobile computer, pull the latch and remove the battery, then press the SCAN key and the Reset button in the battery compartment at the same time. Refit the battery and switch on again with ON/OFF. A cold boot keeps user files and restores the registry from flash memory. [See the detailed entry.](#)

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

On the charging light, on the left, flashing red indicates a charging fault. Check that the room is between 0 and 35 °C, that the power supply is Datalogic-approved and that the wall charger is not plugged into the mobile computer while it is in the cradle. [See the detailed entry.](#)

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Why will my Skorpion X3 no longer turn on?

The Skorpion X3 refuses to start if its battery is not sufficiently charged. Fit a sufficiently charged battery or place the mobile computer in a powered cradle, then press ON/OFF again. A new battery must be charged before first use. [See the detailed entry.](#)

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

Open the Summit Client Utility (SCU), create a profile in the Profile tab, using Scan or by entering the network details, set the security and tap Commit. Select the profile in the Main tab and check the connection in the Status tab. [See the detailed entry.](#)

How do I enable Bluetooth on a Skorpion X3?

Bluetooth is disabled on delivery to save battery. Turn on the radio in Wireless Manager or by ticking Enable Bluetooth Radio in Bluetooth Manager, then start the search with both devices switched on, discoverable and close together. [See the detailed entry.](#)

Why does my Skorpion X3 no longer scan barcodes?

Check the aiming: the laser line must cross the whole barcode, and the imager's pattern must be centred on the barcode. If the scan light does not turn green, check in the Decoding applet that the symbology is enabled. [See the detailed entry.](#)

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How do I update a Skorpion X3?

Datalogic provides the DFU utility on a PC, with an ActiveSync or WMDC connection, or Wavelink Avalanche for a fleet. Keep the battery charged or the mobile computer powered, do not unplug anything and do not touch the mobile computer during the update. [See the detailed entry.](#)

Sources consulted

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

- [Skorpion X3 User's Manual](#)  – Skorpion X3 User's Manual (Windows Embedded Handheld) **official**
- [Skorpion X3 User's Manual](#)  – Skorpion X3 User's Manual (Windows CE) **official**
- [Skorpion X3 Mobile Computer Quick Start Guide](#)  – Skorpion X3 Quick Start Guide (822001104 Rev. A) **official**
- [Skorpion X3 Mobile Computer Safety & Regulatory Addendum](#)  – Safety & Regulatory Addendum (852001120 Rev. A) **official**
- [Skorpion X3 Windows CE 6.0 Version 1.90 Firmware Release](#)  – Firmware 1.90 release notes (Windows CE 6.0) **official**
- [SKORPIO X3](#)  – Skorpion X3 data sheet (French) **official**

See also

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

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- [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/skorpio-x3>, updated on 21 October 2026.

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