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TROUBLESHOOTING GUIDE

Datalogic Skorpion X4 troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Datalogic documentation, Skorpion X4 with Windows Embedded Compact 7 User's Manual and Skorpion X4 with Android User's Manual (802000160) (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the Datalogic Skorpion X4 product page →

In brief. The Datalogic Skorpion X4 is a rugged mobile computer with a physical keypad and a built-in 1D or 2D imager. Datalogic publishes one manual for the Windows Embedded Compact 7 version and another for the Android 4.4 version: this guide states the operating system concerned each time. The topics the manufacturer covers in most detail are the charging light, the hard reset using the SCAN key and the Reset button, the clean boot on Windows, the Factory and Enterprise resets and Recovery mode on Android, the imager options (picklist, target mode, reading from a display) and deployment via Scan2Deploy. This guide brings together 24 entries drawn from the two manuals, the quick start guide and the safety addendum. 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 is frozen or needs to be reset:** see [restarting a frozen mobile computer](#), [resetting the mobile computer](#) and [Recovery mode on Android](#).
- **The scanner does not read or the data arrives incorrectly:** see [the scanner no longer reads](#), [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 X4 mean? Find the cause by signal

The Skorpion X4 uses three lights: charging at the top left of the display, keypad mode in the centre, scanning on the right. On Android, some states also appear on the display (Recovery menu, update result). The table links each signal to its cause and to the entry that resolves it.

Light or message	Lights (Datalogic manuals)	Likely cause	Entry
Charging light solid red	● solid red (left)	Battery charging	Charge the battery
Charge light solid green	● solid green (left)	Charging complete	Charge the battery
Flashing red charging light	● flashing red (left)	Charging error detected	Charging error

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Light or message	Lights (Datalogic manuals)	Likely cause	Entry
Scan light red while SCAN is pressed	● red (right)	Scan attempt: until decoding (1D imager) or until the timeout expires (2D imager)	<u>The scanner no longer scans</u>
Scan light green	● green (right)	Successful decode	<u>Barcode read but nothing appears</u>
Scan light red then off, display switching off	● ○ red then off (right)	Standby beginning, then complete	<u>Going to sleep</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 (Windows)	pink (centre)	Caps lock (CapsLock) enabled	<u>Keypad modes</u>
Recovery menu on the display (Android)	—	Started with BACK + 0 + Power, to reset or apply an update after a crash	<u>Recovery mode</u>
Failure message and report after Install Update (Android)	—	System update rejected or interrupted	<u>System update</u>

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Light or message	Lights (Datalogic manuals)	Likely cause	Entry
Clean boot confirmation dialogue box (Windows)	—	Clean boot requested with Esc + 0 after a cold boot	Reset the mobile computer

The light states come from the “LED Indicators” chapter of both Skorpion X4 manuals. The Windows manual adds two states not in the Android manual: pink on the centre light (CapsLock) and the charging light flashing amber, which indicates a notification to the user. A dash indicates that the page consulted does not specify the light state; blue and pink are described in the text.

Flashing charging light on the Datalogic Skorpion X4: cause and solution

Datalogic documents only one error signal: the charging light flashing red.

Why is the charging light on my Datalogic Skorpion X4 mobile computer flashing red?

Light: charging light, at the top left of the display, flashing red.

Short answer: The Windows and Android manuals for the Skorpion X4 interpret this signal in the same way: a charging error has been detected. Check the ambient temperature (0 to 35 °C), the power supply and the charging method, then restart charging.

LIKELY CAUSE

According to the “Battery” and “LED Indicators” chapters, the charging light flashes red when a charging error is detected. The manual also states that the battery may stop charging to prevent overheating.

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Caution: Lithium-ion battery: do not incinerate, disassemble, short-circuit or expose to high temperatures, risk of fire and explosion. Risk of explosion if the battery is replaced with an incorrect type (Skorpion X4 safety addendum).

WHAT TO DO

1. Remove the mobile computer from the cradle or unplug the micro-USB cable.
2. Bring the mobile computer back into a room between 0 and 35 °C, away from any enclosed space where heat builds up.
3. If the mobile computer is in the cradle, unplug any wall charger from the micro-USB port: the two must not be used at the same time.
4. Use only a power supply and charging accessories approved by Datalogic.
5. Restart charging and check that the light turns solid red.

Sources: [Battery](#) – Skorpion X4 with Windows Embedded Compact 7 User's Manual · [LED Indicators](#) – Skorpion X4 with Windows Embedded Compact 7 User's Manual · [LED Indicators](#) – Skorpion X4 with Android User's Manual (802000160) · [Skorpion X4 Rugged Mobile Computer with 1D/2D Imager: Safety & Regulatory Addendum](#) – Safety & Regulatory Addendum (852001074 Rev. E) (official documentation).

The scanner on my Datalogic Skorpion X4 no longer reads barcodes: causes and solutions

Scanning is set up in the Decoding applet on Windows and in Scanner Settings on Android, with options specific to the Skorpion X4 imager.

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Why does the scanner on my Datalogic Skorpion X4 mobile computer no longer read barcodes?

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

Short answer: Press SCAN or the trigger and watch the scan light: red during the attempt, green after a successful decode. If it never turns green, check the illumination, the symbology and the decode timeout in Scanner Settings (Android) or in the Decoding applet (Windows).

LIKELY CAUSE

Both manuals describe the same scan light: red from when the scan key is pressed until decoding (1D models) or until the timeout expires (2D models), green after a successful decode. The Skorpion X4 is available with a 1D imager or a 2D imager with white illumination.

Caution: On 2D imager versions, the aiming system is a Class 2 laser: “LASER LIGHT - DO NOT STARE INTO BEAM”, do not stare into the beam. The LED illumination is classified in the exempt risk group.

WHAT TO DO

1. Windows: Control Panel, double-tap Decoding, then Configure and choose General, 1D barcode or 2D barcode.
2. Android: from the apps menu, Settings > Scanner Settings.
3. Check that illumination is enabled (Enable illumination on Windows, Illumination on Android): it helps decoding.
4. On Android, if necessary, lengthen the decode timeout with the Decode timeout slider (Scanner Options).
5. Check that the barcode's symbology is enabled in its settings.
6. As a last resort, return to the default scanning settings: Global Settings on Android, Settings button in the Decoding applet on Windows.

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Sources: [Data Capture Configuration](#) – Skorpion X4 with Windows Embedded Compact 7 User's Manual · [LED Indicators](#) – Skorpion X4 with Windows Embedded Compact 7 User's Manual · [Available Models](#) – Skorpion X4 with Windows Embedded Compact 7 User's Manual · [Scanner Settings](#) – Skorpion X4 with Android User's Manual (802000160) · [Skorpion X4 Rugged Mobile Computer with 1D/2D Imager: Safety & Regulatory Addendum](#) – Safety & Regulatory Addendum (852001074 Rev. E) (official documentation).

Why does my Datalogic Skorpion X4 not read barcodes displayed on a smartphone screen?

Symptoms: printed barcodes scan, but barcodes displayed on a screen are not decoded.

Short answer: On Windows Embedded Compact 7, enable the Read from display option in the imager options: according to Datalogic, it improves the reading of barcodes displayed on an LCD screen, such as a smartphone's. Then save the registry to keep the setting.

LIKELY CAUSE

The “Data Capture Configuration” chapter of the Windows manual describes the Read from display option among the imager options.

WHAT TO DO

1. Open the Decoding applet in Control Panel, then the imager options.
2. Tick Read from display.
3. Confirm with Yes, then save the registry with Persistent Registry (see [lost settings](#)).

The Skorpion X4 Android manual consulted does not describe this option.

Source: [Data Capture Configuration](#) – Skorpion X4 with Windows Embedded Compact 7 User's Manual (official documentation).

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Why does my Datalogic Skorpion X4 read the wrong barcode on a crowded label?

Symptoms: on a label with several barcodes close together, the mobile computer returns a neighbouring barcode.

Short answer: When the beam covers several nearby barcodes, enable the picklist function: only the barcode aimed at is returned. Target mode also projects an aiming pattern to centre the barcode before scanning.

LIKELY CAUSE

According to Datalogic, the picklist lets you select and decode one barcode among several printed side by side, when the illumination crosses several of them; target mode projects an aiming pattern when the scan key is pressed.

WHAT TO DO

1. Windows: in the imager options of the Decoding applet, tick Enable picklist.
2. Windows: set Target mode to Target Timeout so that scanning starts after an adjustable delay; No Delay disables target mode.
3. Android: Settings > Scanner Settings > Scanner Options, enable Picklist and choose the target mode (No Delay, Spot Timeout or Release Scan). The Aim option enables laser aiming.
4. Android: if several barcodes are returned at once, check the Multi scan option, which collects all the barcodes aimed at.
5. Centre the aiming pattern on the desired barcode before triggering the scan.

Sources: [Data Capture Configuration](#)  – Skorpion X4 with Windows Embedded Compact 7 User's Manual · [Scanner Options](#)  – Skorpion X4 with Android User's Manual (802000160) (official documentation).

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Barcodes scanned by my Datalogic Skorpion X4 arrive incorrectly in the application: causes and solutions

When the light turns green, the Wedge and Formatting settings determine what the application receives.

Why do the barcodes scanned by my Datalogic Skorpion X4 not appear in my application?

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

Short answer: The barcode is decoded but not transmitted: check keyboard emulation (wedge). On Android, Settings > Scanner Settings > Wedge: enable Keyboard wedge to write into the active field, or Intent wedge if the application expects intents; on Windows, enable the keyboard wedge in the Decoding applet.

LIKELY CAUSE

According to the Android manual, the keyboard wedge enters the data in the text box that has focus, and the intent wedge broadcasts intents to listening applications. The Windows manual describes a dedicated screen for enabling or disabling the keyboard wedge.

WHAT TO DO

1. Android: Settings > Scanner Settings > Wedge, then enable Keyboard wedge; place the cursor in the field to be filled.
2. Android: the Keyboard Wedge Only on Focus option limits input to the application in the foreground.
3. Android: there are two input modes, Text Injection (text injected into the field) and Key Pressure (barcode converted into keystrokes); choose the one your application accepts.
4. Android: if a barcode containing a web address opens the browser, the Web wedge option is enabled.

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5. Windows: in the Decoding applet, enable the keyboard wedge, confirm with Yes and save the registry.

Sources: [Wedge](#) – Skorpion X4 with Android User's Manual (802000160) · [Data Capture Configuration](#) – Skorpion X4 with Windows Embedded Compact 7 User's Manual (official documentation).

Why do extra characters appear before or after the barcodes scanned by my Datalogic Skorpion X4?

Symptoms: identifier, prefix or separator character added to the scanned data.

Short answer: These characters come from the formatting settings: prefix and suffix, code identifier (Send code ID) or AIM identifier. In Formatting, disable those your application does not expect.

LIKELY CAUSE

The Formatting page lets you add a prefix, a suffix and a separator on Windows; on Android, it also handles group separator replacement, removal of non-printable characters and the addition of code identifiers.

WHAT TO DO

1. Android: Settings > Scanner Settings > Formatting.
2. Check Label prefix and Label suffix and clear anything that is not expected.
3. Disable Send code ID and AIM identifier if the application does not expect them: the AIM identifier is inserted at the start of the barcode.
4. The group separator (Group Separator, non-printable character 1D hexadecimal) can be replaced, and Remove non-printable characters removes non-printable characters.
5. Windows: in the Decoding applet, Formatting page, check the prefix, suffix and separator, then save the registry.

The manuals consulted do not describe a dedicated option for the Enter key.

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Sources: [Formatting](#) – Skorpion X4 with Android User's Manual (802000160) · [Data Capture Configuration](#) – Skorpion X4 with Windows Embedded Compact 7 User's Manual (official documentation).

My Datalogic Skorpion X4 will not connect over Wi-Fi, Bluetooth, Ethernet or to the PC: causes and solutions

The menus differ between Windows Embedded Compact 7 and Android; each entry gives both paths when Datalogic documents them.

Why will my Datalogic Skorpion X4 mobile computer not connect to Wi-Fi?

Symptoms: network missing from the list, connection refused or lost.

Short answer: On Android, turn on Wi-Fi in Settings and choose the network, or add it with “+” if it does not appear. On Windows Embedded Compact 7, the Wi-Fi applet must have the radio enabled (Enable Wi-Fi) and a network connected; WPA networks using TKIP do not appear until they are allowed.

LIKELY CAUSE

The Windows manual states that only allowed networks are displayed and that WPA networks using TKIP remain hidden until they are enabled. The Skorpion X4 automatically connects to the ticked networks in its list, which holds up to 24.

WHAT TO DO

1. Android: Settings, slide the Wi-Fi switch to ON, tap Wi-Fi and choose the network from the list.
2. Android: if the network does not appear, tap “+” at the bottom of the list, enter the SSID, choose the security and tap Save.



3. Windows: open the Wi-Fi applet (Control Panel or Wi-Fi icon in the taskbar) and tick Enable Wi-Fi.
4. Windows: Main tab, tap Scan, select the network, tap Connect and confirm the profile with OK.
5. Windows: for a non-broadcast network, tap New and enter the SSID and security. A WEP key has 5 or 13 characters (10 or 26 in hexadecimal), a WPA-PSK passphrase 8 to 63 characters.
6. Windows: the Stats tab shows the connection details.

On Windows, logging in the Logging tab is disabled at each restart; the logs are written to the FlashDisk folder.

Sources: [Wi-Fi](#) – Skorpion X4 with Windows Embedded Compact 7 User's Manual · [Wi-Fi Settings](#) – Skorpion X4 with Android User's Manual (802000160) (official documentation).

Why will my Datalogic Skorpion X4 not pair with a Bluetooth device?

Symptoms: device not found or pairing refused.

Short answer: On Windows Embedded Compact 7, Bluetooth is disabled by default: tick Enable Bluetooth Radio in Bluetooth Manager, then Apply. On Android, slide the Bluetooth switch to ON. Both devices must be switched on, discoverable and close together.

LIKELY CAUSE

The Windows manual states that Bluetooth is off by default. The Android manual requires both devices to display the same pairing code before confirming.

WHAT TO DO

1. Windows: Control Panel, Bluetooth Manager, Settings, tick Enable Bluetooth Radio then Apply.



2. Windows: Connections tab, search by type (Printer, Serial, All) or open Discovery > Discover; select the device and tap Connect. If Authenticate is ticked, enter the remote device's PIN code.
3. Windows: Find Me makes the Skorpion X4 visible to other devices for 60 seconds.
4. Android: Settings, Bluetooth switch to ON, then select the device.
5. Android: check that both devices display the same code and tap Pair on both.

Sources: [Bluetooth Manager](#) – Skorpion X4 with Windows Embedded Compact 7 User's Manual · [Bluetooth Settings](#) – Skorpion X4 with Android User's Manual (802000160) (official documentation).

Why does my Android Datalogic Skorpion X4 not get an address on the Ethernet network?

Symptoms: no network on the Ethernet cradle.

Short answer: On Android, Ethernet is enabled in Ethernet Configuration by ticking the Ethernet box. By default, the mobile computer requests its IP address from a DHCP server; if your network has no DHCP, choose Static IP and enter the address.

LIKELY CAUSE

The “Ethernet Configuration” chapter of the Android manual describes enabling and addressing. The Windows manual lists a multi-slot Ethernet cradle (94A150055) among the accessories.

WHAT TO DO

1. Open Ethernet Configuration in the settings and tick Ethernet.
2. Leave automatic addressing on if your network has a DHCP server.
3. Otherwise, choose Static IP under Connection Type and enter the IP information provided by your IT department.

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Sources: [Ethernet Configuration](#) – Skorpion X4 with Android User's Manual (802000160) · [Accessories](#) – Skorpion X4 with Windows Embedded Compact 7 User's Manual (official documentation).

Why does my computer not see my Datalogic Skorpion X4 running Windows?

Symptoms: no synchronisation, mobile computer missing from the DXU tool.

Short answer: For Windows Embedded Compact 7 models, synchronisation goes through Windows Mobile Device Center, which the quick start guide states is compatible only with Windows Vista and Windows 7. To configure or update the mobile computer, the DXU tool also connects over USB, including through a powered cradle, or over the network.

LIKELY CAUSE

The quick start guide restricts WMDC to Windows Embedded Compact 7 models. The manual describes DXU in two parts: the desktop application on the PC and the DXU agent on the mobile computer.

WHAT TO DO

1. Synchronisation: install Windows Mobile Device Center on a Windows Vista or Windows 7 PC.
2. Configuration: install DXU on the PC and connect the mobile computer with a USB cable or through a powered cradle.
3. DXU can also reach the mobile computer over Ethernet or Wi-Fi; the DXU agent on the mobile computer sends its settings to the PC and applies those it receives.
4. Do not leave DXU automatic discovery enabled if several DXU consoles are running on the same subnet: two administrators could modify the same mobile computer at the same time.

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Sources: [Skorpion X4 Rugged Mobile Computer with 1D/2D Imager Quick Start Guide](#) [↗](#) – Skorpion X4 Quick Start Guide (822002272 Rev. A) · [DXU](#) [↗](#) – Skorpion X4 with Windows Embedded Compact 7 User's Manual (official documentation).

The battery in my Datalogic Skorpion X4 will not charge: causes and solutions

First charge, temperature range and battery replacement, according to the manuals and the safety addendum.

How should I charge the battery of my Datalogic Skorpion X4 before first use?

Light: charging light solid red while charging, solid green when the battery is full.

Short answer: Datalogic supplies the battery less than half charged and disconnected at the factory to prevent excessive discharge: charge it before first use, via the micro-USB cable and a mains adapter or in the single-slot cradle. The charging light is solid red while charging and solid green once the battery is full.

LIKELY CAUSE

The “Battery” chapter of both manuals describes charging via micro-USB and via the single-slot cradle, with the charging light located at the top left of the display.

Caution: Do not plug the wall charger into the micro-USB port when the Skorpion X4 is in the cradle. Use only a Datalogic-approved power supply.

PROCEDURE

1. Install the battery: alignment tabs in the slots, then press firmly until the latch clicks twice.

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2. Charge via the micro-USB port with a micro-USB to USB cable and a mains adapter, or from a self-powered USB hub or a computer USB port.
3. Or place the mobile computer in the single-slot cradle; a spare battery charges at the same time in the rear slot of the cradle.
4. Watch the light at the top left of the display: solid red while charging, solid green when charging is complete.

The mobile computer may get warm while charging, which the manual considers normal.

Sources: [Battery](#) – Skorpion X4 with Windows Embedded Compact 7 User's Manual · [Battery](#) – Skorpion X4 with Android User's Manual (802000160) · [Skorpion X4 Rugged Mobile Computer with 1D/2D Imager Quick Start Guide](#) – Skorpion X4 Quick Start Guide (822002272 Rev. A) (official documentation).

Why does my Datalogic Skorpion X4 mobile computer stop charging when it is hot?

Symptoms: charging stops in a vehicle, a hot room or an enclosed space.

Short answer: According to Datalogic, the battery may stop charging to prevent overheating. The Skorpion X4 charges at maximum speed between 0 and 35 °C: take it out of the hot location, let it return to temperature, then restart charging.

LIKELY CAUSE

The manual and the safety addendum set charging between 0 and 35 °C and advise against enclosed spaces where heat builds up; the battery may then suspend charging.

Caution: Never charge the mobile computer or spare batteries in an enclosed space where heat can build up.

WHAT TO DO

1. Remove the mobile computer from its cradle or unplug the cable.
2. Place it in a room between 0 and 35 °C, in the open air, and wait for it to return to temperature.

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3. Restart charging and check that the light turns solid red again.
4. If the light flashes red, see [charging error](#).

The safety addendum also mentions a possible drop in battery performance near the limits of the operating temperature range.

Sources: [Battery](#)  – Skorpion X4 with Windows Embedded Compact 7 User's Manual · [Battery](#)  – Skorpion X4 with Android User's Manual (802000160) · [Skorpion X4 Rugged Mobile Computer with 1D/2D Imager: Safety & Regulatory Addendum](#)  – Safety & Regulatory Addendum (852001074 Rev. E) (official documentation).

How should I replace the battery in my Datalogic Skorpion X4?

Short answer: First switch off the mobile computer, press the latch release, pull the latch down and remove the battery. Fit the new one in the same way as during installation, until the latch clicks twice.

LIKELY CAUSE

The “Battery” chapter of the Windows manual describes the replacement and the associated safety instructions.

Caution: Use only Datalogic-approved batteries, power supplies and chargers: others may cause explosion or fire and void the warranty. Do not incinerate, disassemble, short-circuit, puncture or crush the battery; keep it away from heat, liquids and direct sunlight. Stop using it if it leaks, smells, swells or is damaged. Dispose of it in accordance with local regulations.

PROCEDURE

1. Switch off the Skorpion X4: never replace the battery with the mobile computer switched on.
2. Press the latch release button and pull the latch down.
3. Remove the battery.
4. Insert the new battery, tabs in the slots, and press until the latch clicks twice.

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When to call a technician: the battery has been dropped: Datalogic asks for it to be checked by an Authorised Repair Centre before it is used again.

According to the manual, avoid storing the battery fully charged or deeply discharged for long periods, recharge it every two to three months and replace it every year.

Sources: [Battery](#) – Skorpion X4 with Windows Embedded Compact 7 User's Manual · [Skorpion X4 Rugged Mobile Computer with 1D/2D Imager: Safety & Regulatory Addendum](#) – Safety & Regulatory Addendum (852001074 Rev. E) (official documentation).

Resetting, saving and deploying the configuration of my Datalogic Skorpion X4: procedures

Clean boot, Factory reset, Enterprise reset, saving the registry and provisioning via Scan2Deploy.

How do I reset my Datalogic Skorpion X4 mobile computer to factory settings?

Message: **Reset phone** (Android) or clean boot confirmation box (Windows).

Short answer: On Android, open Settings > Backup&reset and choose Factory data reset (return to factory state) or Enterprise reset (return to the company configuration), then Reset phone. On Windows Embedded Compact 7, perform a clean boot: cold boot, then hold Esc + 0 immediately afterwards, and confirm with Enter.

LIKELY CAUSE

The Android manual distinguishes between the Factory reset, which erases custom settings, and the Enterprise reset, which erases data and settings except what the company's system applications have saved in the Enterprise folder. On Windows, the

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clean boot returns the registry and file system to their factory state.

Caution: These resets erase user settings and data. Only the contents of the Enterprise folder, on Android, survive the Enterprise reset.

PROCEDURE

1. Back up the data you want to keep.
2. Android: Settings > Backup&reset > Factory data reset, then Reset phone.
3. Android, to keep the company configuration: Settings > Backup&reset > Enterprise reset, then Reset phone.
4. Windows: switch off the mobile computer, remove the battery, press SCAN and the Reset button in the battery compartment at the same time, refit the battery and switch back on.
5. Windows: immediately afterwards, hold down Esc and O, then confirm the dialogue box with Enter.
6. Windows: after the clean boot, touchscreen calibration is offered (see [touchscreen](#)).

After a clean boot on Windows, Simplified Deploy can automatically reconnect and reconfigure the mobile computer (see [Scan2Deploy](#)).

Sources: [Resetting the Terminal](#) [↗](#) – Skorpion X4 with Android User's Manual (802000160) · [Resetting the Terminal](#) [↗](#) – Skorpion X4 with Windows Embedded Compact 7 User's Manual · [Touch Screen Calibration](#) [↗](#) – Skorpion X4 with Windows Embedded Compact 7 User's Manual (official documentation).

Why does my Datalogic Skorpion X4 running Windows lose its settings on restart?

Symptoms: symbologies, wedge or imager options reverted to their previous state after a restart.

Short answer: On Windows Embedded Compact 7, any change made in the Decoding applet is temporary and lost on restart until the registry is saved. Open the Persistent Registry applet in Control Panel, tap Persist then OK.

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LIKELY CAUSE

The Windows manual states that changes in the Decoding applet are saved with Yes but remain temporary; to keep them, you must save the registry with Persistent Registry.

WHAT TO DO

1. In the Decoding applet, confirm your changes with Yes.
2. Control Panel: double-tap Persistent Registry, tap Persist then OK.
3. For periodic saving, choose an interval in the Persistent Registry window and confirm with OK.
4. To stop periodic saving, untick Persist Registry settings and confirm with OK.

Sources: [Data Capture Configuration](#) · [Persistent Registry](#) – Skorpion X4 with Windows Embedded Compact 7 User's Manual (official documentation).

How do I configure my Datalogic Skorpion X4 by scanning a Scan2Deploy barcode?

Short answer: The DXU software installed on a PC prints a Scan2Deploy barcode containing the Wi-Fi network, the PC address and the name of the configuration file. On Windows Embedded Compact 7, open Start > Programs > Device Tools > Scan2Deploy and scan this barcode; on Android, Scan2Deploy is in the menu that appears when you hold down Power.

LIKELY CAUSE

According to the Windows manual, Simplified Deploy allows a mobile computer coming out of a clean boot to connect to Wi-Fi, update its firmware, apply a configuration and install applications. The Android manual states that DXU can also print Scan2Deploy barcodes that trigger a factory reset.

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PROCEDURE

1. On the PC, check that DXU can be reached from the Wi-Fi network and that a manifest file is in C:\Datalogic\DXUManifests.
2. In DXU, use the Scan2Deploy button to print the Simplified Deploy barcode.
3. Windows: on the mobile computer, Start > Programs > Device Tools > Scan2Deploy, then scan the barcode.
4. Android: hold down Power, then Scan2Deploy, and scan the barcode.
5. The mobile computer should then appear in the DXU Available Device list.

Sources: [Simplified Deploy](#)  – Skorpion X4 with Windows Embedded Compact 7 User's Manual · [Scan2Deploy](#)  – Skorpion X4 with Windows Embedded Compact 7 User's Manual · [Long Press Power Menu](#)  – Skorpion X4 with Android User's Manual (802000160) · [Simplified Deploy](#)  – Skorpion X4 with Android User's Manual (802000160) (official documentation).

My Datalogic Skorpion X4 will not start, freezes or needs updating: causes and solutions

Start-up, standby, soft reset and hard reset, Recovery mode and system update.

Why will my Datalogic Skorpion X4 mobile computer not turn on?

Symptoms: black screen after pressing ON/OFF.

Short answer: The Skorpion X4 starts when a charged battery or an external power supply is in place and you press ON/OFF. A new battery is supplied disconnected and less than half charged: charge it first, then, if the screen stays black, perform a hard reset.

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LIKELY CAUSE

According to the “Getting Started” chapter of both manuals, switching on requires the battery or external power supply and a press on ON/OFF. The “Battery” chapter specifies the state of the battery on delivery.

WHAT TO DO

1. Check that the battery is locked (latch clicked twice).
2. Connect the micro-USB cable and its adapter or place the mobile computer in the cradle, then check that the charging light comes on.
3. Press ON/OFF. On Windows, wait a few seconds after the desktop appears before starting work.
4. On Android, a short press on ON/OFF enters or exits standby: a black screen does not necessarily mean the mobile computer is off. Unlock by sliding the padlock icon to the right.
5. If the mobile computer stays frozen, see [restarting the mobile computer](#).

Sources: [Power On](#)  – Skorpion X4 with Windows Embedded Compact 7 User's Manual · [Getting Started](#)  – Skorpion X4 with Android User's Manual (802000160) · [Battery](#)  – Skorpion X4 with Windows Embedded Compact 7 User's Manual (official documentation).

Why does my Datalogic Skorpion X4 go into standby too quickly?

Light: the scan light comes on red when standby begins and goes off when it is complete.

Short answer: The delay before standby can be adjusted: in the Power applet in Control Panel on Windows, in Settings > Advanced settings (Suspend Timeout) or Settings > Display > Sleep on Android. The ON/OFF button wakes the mobile computer; the Scan key or the trigger can also be used as wake-up buttons.

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LIKELY CAUSE

According to the manuals, the mobile computer goes into standby after a programmable period of inactivity, with the display and keypad backlight off. On Android, the default wake-up source is the Power button.

WHAT TO DO

1. Windows: open the Power applet in Control Panel and lengthen the delay.
2. Android: Settings > Advanced settings > Suspend Timeout lets you set the delay separately on battery and on external power (Suspend on external power).
3. Android: Settings > Display > Sleep sets a single delay that replaces the two previous ones.
4. Android: Wake-Up Configuration lets you add the Scan key or the pistol trigger as wake-up buttons.

Sources: [Power On](#) – Skorpion X4 with Windows Embedded Compact 7 User's Manual · [Advanced Settings](#) – Skorpion X4 with Android User's Manual (802000160) · [LED Indicators](#) – Skorpion X4 with Android User's Manual (802000160) (official documentation).

How do I restart my Datalogic Skorpion X4 mobile computer when it is frozen?

Symptoms: application or screen no longer responding.

Short answer: On Android, hold down the Power button and tap Reboot (soft reset). If the screen no longer responds, or on Windows, perform a hardware restart: mobile computer off, battery removed, press the SCAN key and the Reset button in the battery compartment simultaneously.

LIKELY CAUSE

The Android manual describes the soft reset for applications that stop responding and the hard reset, which resets all hardware components without damage or data loss. On Windows, the same action corresponds to a cold boot: the working memory is cleared,

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the file system is kept and the registry is restored from persistent memory.

PROCEDURE

1. Android, soft reset: hold down the Power button, tap Reboot and wait for the restart.
2. Hard reset (Android) or cold boot (Windows): switch off the mobile computer with ON/OFF.
3. Pull the latch down and remove the battery.
4. Press the SCAN key and the Reset button located in the battery compartment at the same time.
5. Refit the battery and switch back on with ON/OFF.

On Windows, save your settings with Persistent Registry before restarting (see [lost settings](#)).

Sources: [Resetting the Terminal](#)  – Skorpion X4 with Android User's Manual (802000160) · [Resetting the Terminal](#)  – Skorpion X4 with Windows Embedded Compact 7 User's Manual (official documentation).

How do I start my Android Datalogic Skorpion X4 in Recovery mode?

Display: Recovery menu, navigation with the arrow keys, selection with the Home key.

Short answer: Recovery mode is used when the system has crashed and the screen no longer responds: it lets you reset the mobile computer, erase data or apply an update. With the mobile computer off, hold down BACK + 0, then press Power without releasing BACK + 0.

LIKELY CAUSE

According to the “System Upgrade” chapter of the Android manual, the purpose of Recovery mode is to reset the device, erase data or apply system updates after a crash.

Caution: Resetting and wiping data from Recovery mode deletes the user's settings and data.



PROCEDURE

1. Switch off the mobile computer.
2. Hold down the BACK and 0 keys.
3. Without releasing them, press the Power button.
4. In the menu, move with the arrows and confirm with the Home key.
5. Choose the action: apply an update, from external storage only, or reset the configuration.
6. To exit, select Reboot system now.

Source: [Recovery Mode](#) – Skorpion X4 with Android User's Manual (802000160) (official documentation).

How do I update the system on my Datalogic Skorpion X4?

Message: success notification after the restart, or failure message with a report.

Short answer: On Android, open Settings > System upgrade > Local upgrade, choose the update package then Install Update; the battery must be at least 40% for a critical update and 20% for others, or the mobile computer must be plugged in. On Windows, the update is carried out from the PC with the DXU firmware utility.

LIKELY CAUSE

The “System Upgrade” chapter of the Android manual sets the battery and power conditions; the Windows manual links firmware updates to the Firmware Utility button in DXU.

PROCEDURE

1. Android: check the charge level (40% for a critical update, 20% for others) or connect the mobile computer via USB or to the cradle.
2. Android: Settings > System upgrade > Local upgrade, browse the storage and select the update package.

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3. Android: tap Install Update; the mobile computer restarts and displays a success notification.
4. Android: if it fails, the screen displays a message and a report giving the reasons.
5. Windows: in DXU on the PC, the Firmware Utility button opens the firmware update tool for the connected mobile computer.

If the Android mobile computer no longer starts, an update can also be applied from external storage in Recovery mode (see [Recovery mode](#)).

Sources: [System Upgrade](#)  – Skorpion X4 with Android User's Manual (802000160) · [DXU](#)  – Skorpion X4 with Windows Embedded Compact 7 User's Manual (official documentation).

Datalogic Skorpion X4 touchscreen and keypad: causes and solutions

Screen calibration on Windows, keypad modes and key locking or remapping on Android.

Why does the centre light on my Datalogic Skorpion X4 light up yellow or blue?

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

Short answer: The centre light shows the keypad mode: yellow when the yellow modifier key is active, blue when the blue key applies to the next key. On Windows, it turns pink when CapsLock is on.

LIKELY CAUSE

The manuals describe the yellow key as a toggle key and the blue key as a one shot key. In primary mode, this light stays off.

READING THE LIGHT

1. Off: keypad in primary mode.

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2. Solid yellow: the characters or functions printed in yellow are active.
3. Solid blue: the blue function applies to the next key.
4. Pink (Windows): CapsLock on.
5. The Backlight key, preceded by the blue key, controls the backlight.

According to the Windows manual, the Skorpion X4 is available with a 50-key keypad, a 38-key keypad, or a 28-key keypad in numeric or functional versions.

Sources: [LED Indicators](#)  – Skorpion X4 with Windows Embedded Compact 7 User's Manual · [Keyboards](#)  – Skorpion X4 with Windows Embedded Compact 7 User's Manual · [LED Indicators](#)  – Skorpion X4 with Android User's Manual (802000160) (official documentation).

Why has the keypad on my Android Datalogic Skorpion X4 stopped responding?

Symptoms: the physical keys no longer have any effect or produce a different character.

Short answer: Check in Settings > Advanced settings, Input Configuration section, that the Lock keyboard input option is not ticked: it blocks keypad input. Also check Key remapping, which may have reassigned a key, including the Power button.

LIKELY CAUSE

The “Advanced Settings” chapter of the Android manual describes keypad input locking and the remapping of all physical keys (Keycode, Unicode or launching an activity).

WHAT TO DO

1. Open Settings > Advanced settings > Input Configuration.
2. Untick Lock keyboard input if the option is enabled.
3. Open Key remapping and check that no key has been reassigned by mistake.

On Windows, the DL Buttons applet associates keys such as F1 to F10 with applications; the Scan key cannot be removed there.

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Sources: [Advanced Settings](#) – Skorpion X4 with Android User's Manual (802000160) · [DL Buttons](#) – Skorpion X4 with Windows Embedded Compact 7 User's Manual (official documentation).

Why does the touchscreen on my Datalogic Skorpion X4 respond poorly to the stylus?

Symptoms: offset or ignored taps under Windows Embedded Compact 7.

Short answer: Recalibrate the screen: Start > Settings > Control Panel, Stylus applet, Calibration tab, Recalibrate, then tap the centre of each target. Calibration is also offered at first start-up, after a cold boot if it was skipped, and after a clean boot.

LIKELY CAUSE

The “Touch Screen Calibration” chapter of the Windows manual describes the procedure; the new settings are saved in the registry.

PROCEDURE

1. Open Start > Settings > Control Panel and double-tap Stylus.
2. Calibration tab, tap Recalibrate.
3. With the stylus, tap briefly in the centre of each target as it moves.
4. At the end of the procedure, the new settings are accepted and saved in the registry.

Source: [Touch Screen Calibration](#) – Skorpion X4 with Windows Embedded Compact 7 User's Manual (official documentation).

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When should you call a technician for a Datalogic Skorpion X4 mobile computer?

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

- **Dropped battery:** the battery has been dropped: Datalogic asks for it to be checked by an Authorised Repair Centre before it is used again.

Avoiding recurring faults on the Datalogic Skorpion X4 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.

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Detailed report

Inventory, condition of the fleet and optimisation advice.

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

Datalogic Skorpion X4 mobile computer troubleshooting: frequently asked questions

How do I reset a Datalogic Skorpion X4?

On Android, open Settings, then the backup and reset menu, choose Factory data reset or Enterprise reset, and confirm with Reset phone. On Windows Embedded Compact 7, perform a clean boot: cold boot, Esc and O held immediately afterwards, then confirm with Enter. These operations erase the user's data. [See the detailed entry.](#)

How do I perform a hard reset on a Skorpion X4?

Switch off the mobile computer, 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 back on with ON/OFF. According to Datalogic, this restart does not cause any data loss. [See the detailed entry.](#)

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What does the flashing red light on the Skorpion X4 mean?

On the charging light, at the top left of the display, flashing red indicates a charging error. Check the ambient temperature, between 0 and 35 °C, that the power supply is approved and that no wall charger is plugged in while the mobile computer is in the cradle. [See the detailed entry.](#)

How do I enter Recovery mode on a Skorpion X4?

With the Android mobile computer off, hold down the BACK and 0 keys, then press Power without releasing them. Navigate with the arrows and confirm with the Home key. To exit, choose Reboot system now. [See the detailed entry.](#)

Which operating system does the Skorpion X4 run?

Datalogic documents the Skorpion X4 under Windows Embedded Compact 7 and under Android 4.4, with one manual for each operating system. The scanning, Wi-Fi and reset menus differ between the two.

How do I configure the scanner on an Android Skorpion X4?

Open Settings, then Scanner Settings. There you will find good-read notifications, formatting, imager options, the wedge and the symbologies; Global Settings lets you return to the default settings. [See the detailed entry.](#)

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How do I update a Skorpion X4?

On Android, go to Settings, System upgrade, Local upgrade, choose the package then Install Update, with at least 40% battery for a critical update, 20% for others, or the mobile computer plugged in. On Windows, use the DXU firmware utility from the PC. [See the detailed entry.](#)

Why has my Skorpion X4 stopped charging?

The battery may stop charging to prevent overheating. The Skorpion X4 charges at maximum speed between 0 and 35 °C: take it out of the hot location, let it return to temperature and restart charging. [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 X4 with Windows Embedded Compact 7: Rugged Mobile Computer with 1D/2D Imager, User's Manual](#) [↗](#) – Skorpion X4 with Windows Embedded Compact 7 User's Manual **official**
- [Skorpion X4 with Android: Rugged Mobile Computer with 1D/2D Imager, User's Manual](#) [↗](#) – Skorpion X4 with Android User's Manual (802000160) **official**
- [Skorpion X4 Rugged Mobile Computer with 1D/2D Imager Quick Start Guide](#) [↗](#) – Skorpion X4 Quick Start Guide (822002272 Rev. A) **official**
- [Skorpion X4 Rugged Mobile Computer with 1D/2D Imager: Safety & Regulatory Addendum](#) [↗](#) – Safety & Regulatory Addendum (852001074 Rev. E) **official**
- [Skorpion X4 - Windows - Technical-docs - Products - Datalogic Developer Portal](#) [↗](#) – Datalogic developer portal **official**

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The product content of the Skorpion X4 product page on datalogic.com (cdn.datalogic.com/eng/retail-healthcare-oem/mobile-computers/skorpion-x4-pd-825.html) and of the Datalogic electronic catalogue (apps.datalogic.com/e-catalog/ec-skorpionx4.aspx) was not consulted for this guide and is not cited. If the fault falls under these documents, refer to the manufacturer's documentation or ask the TIMCOD technicians.

See also

- Product page on timcod.fr (in French): [Datalogic Skorpion X4](#)
- [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 X3, Skorpion X40/X45, Skorpion X5)
- [Maintenance and repair of Datalogic mobile computers](#)
- [All barcode scanner and mobile computer troubleshooting guides, all brands](#)
- [TIMCOD repair and maintenance](#)
- [Through-life maintenance \(MCO\): preventive and corrective maintenance](#) (in French)
- [Industrial scanners and mobile computers](#) (in French)

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PDF version of the page <https://www.timcod.fr/reparation/en/barcode-scanner-troubleshooting/datalogic/skorpio-x4>, updated on 21 October 2026.

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