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TROUBLESHOOTING GUIDE

Datalogic Skorpion X40/X45 troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Datalogic documentation, Data sheet and Datalogic Settings technical documentation (Skorpion X40-45 User Manual could not be consulted) (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the Datalogic Skorpion X40 - X45 product page →

In brief. The Datalogic Skorpion X40/X45, announced in June 2026, is a rugged Android 15 mobile computer with a physical keyboard of 29, 39 or 48 keys. The X40 comes in brick or pistol-grip form, with Wi-Fi 6E, and a standard or long-range imager; the X45, pistol-grip only, adds 5G, eSIM and GNSS positioning. The Datalogic documentation consulted covers scanning (Green Spot, imager range, scanner settings), Android updates restricted to devices under a SHIELD contract, Wi-Fi, charging (Smart Charge, Dock Manager) and compatibility with the Skorpion X5 cradles. Click a question to open the entry.

- **The scanner does not scan:** see [the scanner does not read](#), [codes displayed on a screen](#) and [long-distance scanning](#).
- **Charging, updating or Wi-Fi is causing problems:** find the symptom in the [lookup table](#), or see [capped charge](#), [download refused](#) and [Wi-Fi drop-outs](#).

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- **The problem keeps coming back:** the [preventive maintenance](#) section explains how it reduces this type of fault.

What do the signals on my Datalogic Skorpion X40/X45 mean? Lookup by symptom

The Datalogic pages consulted document one light signal for the Skorpion X40/X45, the Green Spot good-read indicator, and the messages of the Dock Manager app. The table links these signals and the most common symptoms to their cause and to the troubleshooting entry.

Signal or symptom	Indication (Datalogic documentation)	Likely cause	Entry
Green dot projected onto the code (Green Spot)	● green dot on the code	Successful read	The scanner does not scan
No green dot when a scan button is pressed	—	Code not decoded: scanner settings, distance or imager type	The scanner does not scan
Data received without a green dot or light	—	Good-read signals disabled	Scanning without a green dot
Code displayed on a screen not read	—	Display Mode (Antireflex) disabled	Code on a screen

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Signal or symptom	Indication (Datalogic documentation)	Likely cause	Entry
Scan button has no effect, camera open	—	Scanner blocked during the camera preview	<u>Scanner and camera</u>
Dock Status : Error (Dock Manager)	—	Fault recorded on the cradle slot	<u>Cradle error</u>
Fast Charge Status : Disabled (Dock Manager)	—	Cradles daisy-chained: fast charging disabled	<u>Slow charging</u>
Battery never at 100% in the cradle	—	Smart Charge: full charge timed to the work schedule	<u>Capped charge</u>
Wi-Fi or Bluetooth turned off without any user action	—	Enterprise Battery Saver profile active	<u>Radio drop-outs</u>
Firmware download blocked after entering the serial number	—	Device not covered by an active SHIELD contract	<u>Download refused</u>
PEAP Wi-Fi connection blocked	—	Domain missing from the profile (Android 11 and later)	<u>PEAP Wi-Fi</u>
No mobile network	—	Skorpio X40: Wi-Fi only	<u>5G and X45</u>

The Green Spot comes from the Datalogic data sheet; the Dock Status and Fast Charge Status messages come from the Dock Manager technical documentation, which mentions the Skorpio X40/45. The pages consulted describe neither the lights nor the audible signals of the mobile computer: the dash indicates that

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the page does not specify a light state.

Skorpion X40/X45 cradle error message: what should I do?

The Dock Manager app reports the cradle status and its faults.

Why does Dock Manager show “Error” for the cradle of my Skorpion X40?

Message: `Dock Status` = `Error` in the Dock Manager app.

Short answer: The Dock Manager app, which Datalogic documents for the Skorpion X40/45 running Android 15, shows the cradle status: “Ready” or “Error”. In the event of an error, open the app menu and check “Get Slot Failure”, which shows the last occurrence of each fault on the slot.

LIKELY CAUSE

According to the Datalogic technical documentation, Dock Manager shows the cradle status (Dock Status), the fast charging status (Fast Charge Status) and the number of insertions into the slot (Insertion Count). The “Get Slot Failure” page lists the last occurrence of each fault condition on a slot, without detailing the codes.

WHAT TO DO

1. Place the mobile computer in the cradle and open the **Dock Manager** app.
2. Read `Dock Status` : `Ready` or `Error` .
3. In the event of an error, tap the menu icon at the top right, then `Get Slot Failure` to see the faults recorded for that slot.
4. Check the power supply: 94ACC0380 and a regional mains cord for the 4-slot cradles, 91ACC0048 for the 94A150151 single-slot cradle (Datalogic catalogue).

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5. To be notified of faults, set **Datalogic Settings > Dock & Cradle > Cradle failure policy** to **Notification enabled**.
6. In the same menu, **Firmware update policy** controls updating of the cradle firmware: **Update disabled**, **Notify user for update** or **Update firmware only if newer available**.

When to call a technician: if the error persists on a correctly powered slot: repairs go through Datalogic support or the Ease of Care programmes, using the WebRMA repair request tool.

Sources: [Dock Manager | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) · [Get Slot Failure | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) · [Dock & Cradle | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) · [Skorpion X40-X45](#)  – Datalogic Global E-Catalog (models and accessories) · [Ease of Care Guide](#)  – Datalogic knowledge base (Customer Self-Service Portal), article KA-01665 (official documentation).

My Skorpion X40 or X45 does not read barcodes: causes and solutions

Scanner settings, Green Spot, imager range, codes on screens and camera.

Why does the scanner on my Datalogic Skorpion X40 mobile computer not read barcodes?

Symptoms: no green dot (Green Spot) on the code when a scan button is pressed.

Short answer: Aim at the code and press one of the two side scan buttons: a successful read is confirmed by the Green Spot, a green dot projected onto the code. If it does not appear, check in **Datalogic Settings > Scanner &**

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Decoder > Scanner Options that the scanner, illumination and aiming are enabled, then check the range of your imager.

LIKELY CAUSE

The Datalogic data sheet describes two scan engines: the standard-range Halogen DE2121-DL 1D/2D and the extended-range Halogen DE2121-ER 1D/2D, both with Green Spot good-read feedback. The Datalogic settings documentation, common to the brand's Android mobile computers, lists the options that determine scanning: scanner enabling, illumination, laser aiming, scan mode and decode timeout.

Caution: The data sheet classifies the aiming laser as Class 2 (VLD, IEC/EN 60825-1, compliant with 21 CFR 1040.10) and the LED illumination in the exempt group (IEC/EN 62471).

WHAT TO DO

1. Press one of the two side scan buttons while aiming at the code.
2. Open **Datalogic Settings > Scanner & Decoder > Scanner Options** and check **Enable Scanner**, **Enable Illumination** and **Enable Aim**.
3. Check the scan mode (**Scan Mode**): in **Single** mode, scanning stops as soon as a code is read, when the button is released or when the decode timeout expires.
4. If necessary, lengthen the decode timeout with the **Decode Timeout** slider.
5. If several closely spaced codes are in the beam, turn on **Enable Picklist** to decode only the code you are aiming at.
6. For a distant code or one displayed on a screen, see [long-distance scanning](#) and [code on a screen](#); if the camera is open, see [scanner and camera](#).

When to call a technician: if no code is read after these checks: repairs go through Datalogic support or the Ease of Care programmes, using the WebRMA repair request tool.

The Datalogic settings documentation states that the options may vary depending on the device, region and software version.

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Sources: SKORPIO X40/X45 – Technical Specifications – Datalogic Skorpion X40/X45 data sheet (DS-SKORPIOX40-X45-EN, rev. A, 21 April 2026) · [Skorpion X40/45: The Next-Generation Key-Based Mobile Computer Built for All-Day Operations - Datalogic](#) [↗](#) – Datalogic press release (23 June 2026) · [Scanner Options | Technical Documentation](#) [↗](#) – Datalogic technical documentation (datalogic.github.io) · [Datalogic Settings | Technical Documentation](#) [↗](#) – Datalogic technical documentation (datalogic.github.io) · [Ease of Care Guide](#) [↗](#) – Datalogic knowledge base (Customer Self-Service Portal), article KA-01665 (official documentation).

Why does my Skorpion X40 read the code without showing a green dot?

Symptoms: the data arrives, but no green dot, light or vibration confirms the scan.

Short answer: The good-read signals are enabled one by one. In **Datalogic Settings > Scanner & Decoder > Good Read**, check “Enable good read”, then “Enable Green Spot”, “Enable good read LED” and, if you wish, “Enable vibrator”.

LIKELY CAUSE

According to the Datalogic technical documentation, the automatic good-read notification and each of its signals (Green Spot, light, vibration) are set separately. A coloured overlay on the screen (Good read overlay) can also confirm the scan.

WHAT TO DO

1. Open **Datalogic Settings > Scanner & Decoder > Good Read**.
2. Turn on **Enable good read**.
3. Turn on **Enable Green Spot** to get the green dot on the code.
4. Turn on **Enable good read LED** and, if needed, **Enable vibrator**.
5. For a signal visible on the display, turn on **Good read overlay enable**: by default, the whole screen turns green for the same length of time as the other good-read signals.

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Sources: [Good Read | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io)
· SKORPIO X40/X45 – Technical Specifications – Datalogic Skorpion X40/X45 data sheet (DS-SKORPIOX40-X45-EN, rev. A, 21 April 2026) (official documentation).

Why does my Skorpion X40 not read barcodes displayed on a monitor?

Symptoms: printed labels are read, but not codes displayed on a screen.

Short answer: Enable “Display Mode (Antireflex)” in the scanner options. The Datalogic documentation describes it as the setting that optimises the reading of a barcode displayed on a screen.

LIKELY CAUSE

The Datalogic settings technical documentation presents Display Mode (Antireflex) as a scanner option. The Datalogic knowledge base gives the same setting for Android mobile computers with a 2D scanner; neither mentions the Skorpion X40/X45 by name.

WHAT TO DO

1. Open **Datalogic Settings > Scanner & Decoder > Scanner Options** .
2. Turn on **Display Mode (Antireflex)** .
3. Aim at the displayed code and press a scan button.

Sources: [Scanner Options | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) · [Android Devices with 2D Scanner Reading Barcodes from Monitors](#)  – Datalogic knowledge base (Customer Self-Service Portal), article KA-01715 (official documentation).

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Why does my Skorpion X40 not read labels placed high up in racks?

Symptoms: nearby codes are read, but not distant labels.

Short answer: Not every model reads at a distance: Datalogic offers the Skorpion X40 with a standard-range imager or a long-range imager, rated at up to 10 m. The three X45 models in the Datalogic catalogue all have the standard-range imager.

LIKELY CAUSE

According to the data sheet, the extended-range Halogen DE2121-ER engine is fitted to the long-range versions, and the DE2121-DL to the standard versions. According to the Datalogic catalogue, the long-range models are the X40 946400010 (brick, 29 keys), 946400005 (pistol grip, 29 keys), 946400006 (pistol grip, 39 keys) and 946400004 (pistol grip, 48 keys).

WHAT TO DO

1. Note the part number of your mobile computer and compare it with the list of long-range part numbers.
2. With a standard-range model, long-distance scanning is not supported: it requires a long-range model, which exists only as an X40.
3. In **Scanner Options**, the **Enhance DoF** option increases the maximum reading distance, according to Datalogic.
4. Check that the Green Spot appears on the code you are aiming at.

Sources: SKORPIO X40/X45 – Technical Specifications – Datalogic Skorpion X40/X45 data sheet (DS-SKORPIOX40-X45-EN, rev. A, 21 April 2026) · [Skorpion X40-X45](#) – Datalogic Global E-Catalog (models and accessories) · [Scanner Options | Technical Documentation](#) – Datalogic technical documentation (datalogic.github.io) (official documentation).

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Why does the scanner on my Skorpion X40 not trigger when the camera is open?

Symptoms: the scan button does nothing while an app is showing the camera preview.

Short answer: By default, the scanner cannot start a scan while a camera is in preview. The “Scanner/Camera Interoperability” option in the scanner options allows scanning while the camera is in use.

LIKELY CAUSE

The Datalogic technical documentation describes this default behaviour in the scanner options. The Skorpion X40/X45 has a 13-megapixel camera according to the product page.

WHAT TO DO

1. Close the camera preview, then scan again.
2. If your app needs to scan while the camera is open, open **Datalogic Settings > Scanner & Decoder > Scanner Options**.
3. Turn on **Scanner/Camera Interoperability**.

Sources: [Scanner Options | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) · [Skorpion X40/45: Handheld Computers - Datalogic](#)  – Skorpion X40/45 product page (datalogic.com) (official documentation).

Skorpion X40/X45 scanner data not transmitted correctly: Keyboard Wedge

The Skorpion X40/X45 sends scans via Keyboard Wedge to the app in the foreground.

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Why do the codes scanned by my Skorpion X40 not arrive in the input field?

Symptoms: scan confirmed by the Green Spot, but nothing is entered in the intended field.

Short answer: The Skorpion X40/X45 sends scans as keystrokes, via Keyboard Wedge (enabled by default), to the app in the foreground. Check in **Datalogic Settings > Scanner & Decoder > Wedge** that “Enable keyboard wedge” is turned on and place the cursor in the field before scanning.

LIKELY CAUSE

According to the Datalogic technical documentation, Keyboard Wedge sends data to the app in the foreground as keyboard events; it is enabled by default. The “Keyboard wedge only on focus” option, disabled by default, restricts sending to the active text box. The default input mode is Text Injection.

WHAT TO DO

1. Place the cursor in the app's input field.
2. Open **Datalogic Settings > Scanner & Decoder > Wedge**, Keyboard Wedge section.
3. Check that **Enable keyboard wedge** is turned on.
4. If scans must go only into an active text field, turn on **Keyboard wedge only on focus**.
5. Check the mode selected in **Keyboard wedge input mode** (default: **Text Injection**).

According to Datalogic, these settings can also be set by the SDK, OEMConfig or Scan2Deploy Studio: on a managed fleet, the change is made at the source.

Source: [Keyboard Wedge | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) (official documentation).



Skorpion X40/X45 Wi-Fi, 5G and radio drop-outs: connection problems

Wi-Fi roaming, PEAP network, X45 mobile network and power-saving profiles.

Why does my Skorpion X40 lose Wi-Fi when moving from one access point to another?

Symptoms: slow roaming, intermittent drop-outs, poor handover from one access point to another.

Short answer: The Datalogic knowledge base links Wi-Fi roaming on Android mobile computers to the access point configuration, the signal and the channel plan. On the mobile computer side, it advises restricting the Wi-Fi module to the band actually used and checking that the firmware is up to date.

LIKELY CAUSE

The Datalogic article does not identify a single cause: roaming quality depends on the access point configuration, signal strength, channel plan and wireless network design. According to its data sheet, the Skorpion X40/X45 supports Wi-Fi 6/6E (802.11 a/b/g/n/ac/ax, 2x2 MU-MIMO).

WHAT TO DO

1. Note the build number of the mobile computers affected.
2. Open **Settings > DL Settings > Wi-Fi > Wi-Fi Module > Band Selection** and, if your access points use only 2.4 GHz or only 5 GHz, select that band alone.
3. Check on the Datalogic developer portal whether a more recent firmware fixes roaming, and install it (see [update](#)).
4. Have your network team check the coverage, channels and configuration of the access points.

The article also describes roaming profiles (Slow, Legacy, Aggressive), but only for the Memor 11; this setting is not documented for the Skorpion X40/X45 in the pages consulted.

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Sources: [Improving Wi-Fi Roaming Performance on Android Devices](#)  – Datalogic knowledge base (Customer Self-Service Portal), article KA-01770 · SKORPIO X40/X45 – Technical Specifications – Datalogic Skorpion X40/X45 data sheet (DS-SKORPIOX40-X45-EN, rev. A, 21 April 2026) (official documentation).

Why does my Skorpion X40 refuse to connect to the enterprise Wi-Fi using PEAP?

Symptoms: PEAP profile without a domain rejected by the mobile computer or by Scan2Deploy.

Short answer: Since Android 11, the server certificate must be validated for enterprise Wi-Fi: a PEAP profile without a domain is blocked. As the Skorpion X40/X45 runs Android 15, enter the domain in the profile and have a valid certificate containing that domain installed on the RADIUS server.

LIKELY CAUSE

The Datalogic knowledge base describes this case on the Skorpion X5 running Android 11 and states that it affects all devices running Android 11 and later that use PEAP without domain validation. Scan2Deploy also rejects PEAP profiles without a domain. The rollback to Android 10 mentioned in the article as a workaround applies only to the Skorpion X5.

WHAT TO DO

1. In the Wi-Fi profile, on the mobile computer or in Scan2Deploy Studio, enter the domain of the authentication server.
2. Check with the network administrator that the RADIUS server certificate is valid, that it contains this domain and that the domain is known and trusted.
3. Redo the preparation of the mobile computers with tools compatible with Android 11 and later.

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Sources: [SX5: Android 11 PEAP Wi-Fi Issues Due to Missing Domain Configuration](#)  – Datalogic knowledge base (Customer Self-Service Portal), article KA-01590 · [Skorpion X40/45: Handheld Computers - Datalogic](#)  – Skorpion X40/45 product page (datalogic.com) (official documentation).

Why does my Skorpion X40 get neither 5G nor 4G?

Symptoms: no mobile network available.

Short answer: The Skorpion X40 is a Wi-Fi-only model (Wi-Fi 6E). Only the Skorpion X45 adds mobile network connectivity (5G, LTE and 3G), eSIM and GNSS positioning.

LIKELY CAUSE

According to the Datalogic product page and data sheet, 5G NR, LTE and 3G/HSPA+, eSIM and GNSS (GPS, Galileo, GLONASS and BeiDou, dual-band L1 + L5) are specific to the X45. The Datalogic catalogue offers the X45 only in a pistol-grip version, with a standard-range imager.

WHAT TO DO

1. Check the part number: the X45 models are 946450001, 946450002 and 946450003; part numbers 9464000xx are X40 models.
2. On an X40, use Wi-Fi: a mobile connection is not supported.
3. On an X45, the **Datalogic Settings > Dual SIM** settings let you switch between SIM cards and choose the default SIM for calls and messages.
4. If 5G or the mobile network cuts out for no apparent reason, see [drop-outs caused by Enterprise Battery Saver](#).

Sources: [Skorpion X40/45: Handheld Computers - Datalogic](#)  – Skorpion X40/45 product page (datalogic.com) · SKORPIO X40/X45 – Technical Specifications – Datalogic Skorpion X40/X45 data sheet (DS-SKORPIOX40-X45-EN, rev. A, 21 April 2026) · [Skorpion X40-X45](#)  – Datalogic Global E-Catalog (models and accessories) · [Dual SIM | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) (official documentation).

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Why does the Wi-Fi or Bluetooth on my Skorpion X40 turn off by itself?

Symptoms: Wi-Fi, Bluetooth, GPS or NFC disabled without any user action.

Short answer: An Enterprise Battery Saver profile can turn these functions off: Datalogic documents this tool for the Skorpion X40 running Android 15. Depending on its settings, a profile disables Wi-Fi, Bluetooth, GPS, NFC, 5G or the mobile network as soon as a trigger is reached, for example a battery level or a time slot.

LIKELY CAUSE

According to the Datalogic technical documentation, Enterprise Battery Saver (in Battery Manager from v2.17.0 and in Datalogic Settings) applies power-saving profiles: disabling apps, limiting the processor, capping data throughput, brightness and turning radios off. A profile is activated by a trigger: permanently, by power source (USB, mains, wireless, cradle), Pocket Mode state, battery level, day and time, or network type (WLAN, WWAN). The page lists the Skorpion X40 among the supported devices; the X45 is not listed.

WHAT TO DO

1. Open the **Battery Manager** app or **Datalogic Settings** and display the Enterprise Battery Saver profiles.
2. Identify the active profile and its trigger (battery level, schedule, power source, network).
3. Remove the Wi-Fi or Bluetooth cut-off from this profile, or change its trigger.
4. On a managed fleet, these profiles may be enforced by Scan2Deploy Studio or by a management console via OEMConfig: the change is made at the source.

Source: [Enterprise Battery Saver | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) (official documentation).

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Skorpion X40/X45 battery and cradles: charging, Smart Charge and compatibility

Cradle power supply, fast charging, Smart Charge, battery and Skorpion X5 accessories.

Why does my Skorpion X40 not charge in the 4-slot cradle?

Symptoms: the mobile computer placed in the cradle does not charge.

Short answer: The Skorpion X40/X45 4-slot cradles (94A150143 charge only, 94A150144 charge and Ethernet) work with the 94ACC0380 power supply and a regional mains cord. For a mobile computer without a rubber boot, use the adapters supplied with the cradle.

LIKELY CAUSE

The Datalogic catalogue states that these cradles require the 94ACC0380 power supply and a mains cord suited to the country, and that they are supplied with adapters for devices without a rubber boot. The 94A150151 single-slot cradle, on the other hand, uses the 91ACC0048 power supply.

WHAT TO DO

1. Check that the cradle is powered by the correct power supply: 94ACC0380 for the 4-slot cradles, 91ACC0048 for the 94A150151 single-slot cradle.
2. Check the regional mains cord between the power supply and the socket.
3. If the mobile computer has no rubber boot (94ACC0441), fit the adapter supplied with the 4-slot cradle.
4. Open Dock Manager: if **Dock Status** shows **Error**, see [cradle error](#).
5. Outside the cradle, the data sheet specifies fast charging via the USB Type-C port and WPC Qi EPP-compatible 10 W wireless charging.

The 94A150144 cradle also provides an Ethernet data connection.

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Sources: [Skorpion X40-X45](#) – Datalogic Global E-Catalog (models and accessories) · SKORPIO X40/X45 – Technical Specifications – Datalogic Skorpion X40/X45 data sheet (DS-SKORPIOX40-X45-EN, rev. A, 21 April 2026) · [Dock Manager | Technical Documentation](#) – Datalogic technical documentation (datalogic.github.io) (official documentation).

Why does my Skorpion X40 charge slowly on daisy-chained cradles?

Message: **Fast Charge Status** = **Disabled** in Dock Manager.

Short answer: According to the Datalogic Dock Manager documentation, fast charging is disabled when the cradles are linked in a chain (“daisy chained”). The app shows this with “Fast Charge Status”: “Disabled”.

LIKELY CAUSE

Dock Manager, documented for the Skorpion X40/45 running Android 15, shows the fast charging status (Enabled or Disabled); the documentation states that it is disabled when the cradles are chained. The charging profile and Smart Charge also affect charging (see [capped charge](#)).

WHAT TO DO

1. Place the mobile computer in the cradle, open **Dock Manager** and read **Fast Charge Status**.
2. If the status is **Disabled**, check whether the cradle is daisy-chained to other cradles: this is the case in which the documentation states that fast charging is disabled.
3. Also check the charging profile in **Datalogic Settings**, Battery Management menu, **Battery Charging Profile**: the profiles favour charging speed, maximum capacity or battery life, individually or in pairs.

Sources: [Dock Manager | Technical Documentation](#) – Datalogic technical documentation (datalogic.github.io) · [Charging Policies | Technical Documentation](#) – Datalogic technical documentation (datalogic.github.io) · [Skorpion X40-X45](#) – Datalogic Global E-Catalog (models and accessories) (official

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documentation).

Why is my Skorpion X40 not charged to 100% even though it has stayed in its cradle?

Symptoms: the battery reaches full charge only just before the shift starts, or not at all.

Short answer: This is the principle of Smart Charge, which Datalogic documents for the Skorpion X40 running Android 15: charging follows the configured work schedule and reaches 100% only when the shift requires it. Datalogic explains that keeping a battery at 100% for a long time needlessly exposes it to high voltage and heat.

LIKELY CAUSE

According to the Datalogic technical documentation, Smart Charge times the charging of each device to its usage schedule using two parameters: the work schedule and the discharge delay. The aim is to reduce the time spent at maximum voltage and the number of cycles. Smart Charge is available in Battery Manager (from v2.17.0) or in the Battery Management menu of Datalogic Settings. The page lists the Skorpion X40; the X45 is not listed.

Caution: According to Datalogic, keeping a battery at 100% for long periods accelerates its chemical ageing and shortens its life.

WHAT TO DO

1. Open **Battery Manager**, or **Datalogic Settings** then the Battery Management menu, and display Smart Charge.
2. Check the work schedule (**Work schedule**): full charge is targeted for the scheduled shift.
3. Adjust the discharge delay (**Discharge delay**) to suit how the mobile computers are used.

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4. On a managed fleet, these settings are made in Scan2Deploy Studio or in the management console via OEMConfig.

Source: [Smart Charge | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) (official documentation).

Can I charge my Skorpion X40 in the cradle of my old Skorpion X5?

Short answer: Yes, for the accessories listed by Datalogic: the data sheet states compatibility with the Skorpion X5 cradles and accessories, and the catalogue lists the 94A150151 single-slot contact cradle and the 94ACC0274 4-slot battery charger as common to the Skorpion X40/X45, Falcon X60/X65 and Skorpion X5.

LIKELY CAUSE

According to the Datalogic data sheet, the Skorpion X40/X45 is compatible with the Skorpion X5 single-slot and 3-slot cradles, with contacts or wireless charging. The Datalogic catalogue lists the 94A150151 single-slot cradle (91ACC0048 power supply) and the 94ACC0274 4-slot charger for the SX40, SX45, FX60, FX65 and SX5. The X40/X45 battery has its own part number, 94ACC0440, shared with the Falcon X60/X65.

WHAT TO DO

1. Check the part number of your X5 cradle in the compatibility list in the Datalogic catalogue.
2. Use the power supply intended for this cradle: 91ACC0048 for the single-slot cradle and the 4-slot charger.
3. Order spare batteries under part number 94ACC0440: the X40/X45 accessory list does not include the X5 batteries.

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Sources: SKORPIO X40/X45 – Technical Specifications – Datalogic Skorpion X40/X45 data sheet (DS-SKORPIOX40-X45-EN, rev. A, 21 April 2026) · [Skorpion X40-X45](#) – Datalogic Global E-Catalog (models and accessories) (official documentation).

How do I change the battery on a Skorpion X40 without losing the data in progress?

Short answer: The Datalogic data sheet presents the 7,000 mAh battery of the Skorpion X40/X45 as removable and hot-swappable (“hot swap”) to protect application data. Keep a charged spare battery (94ACC0440) in the 94ACC0274 4-slot charger.

LIKELY CAUSE

The 7,000 mAh lithium-ion battery (25.445 Wh, 3.63 V) recharges via USB Type-C or WPC Qi EPP-compatible wireless charging (10 W), according to the data sheet. The Datalogic catalogue shares it with the Falcon X60/X65.

Caution: The IP65 and IP67 sealing stated in the data sheet applies with the battery in place.

WHAT TO DO

1. Recharge the spare batteries in the 94ACC0274 4-slot charger, powered by 91ACC0048.
2. Use only the Datalogic 94ACC0440 battery, designed for the Skorpion X40/X45 and Falcon X60/X65.
3. To monitor and preserve the batteries, the data sheet mentions Battery Manager, with Enterprise Battery Saver and Smart Charge (see [Smart Charge](#)).

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Sources: SKORPIO X40/X45 – Technical Specifications – Datalogic Skorpion X40/X45 data sheet (DS-SKORPIOX40-X45-EN, rev. A, 21 April 2026) · [Skorpion X40-X45](#) – Datalogic Global E-Catalog (models and accessories) (official documentation).

Why does my Skorpion X40 switch itself on when I put it on charge while it is off?

Symptoms: the switched-off mobile computer starts up by itself once placed in its cradle or plugged in.

Short answer: The Datalogic settings include a charging policy for when the device is off (“Off-Mode Charge”): it enables or disables automatic power-on, with an adjustable battery threshold. Change it in **Datalogic Settings**, **Battery Management** menu, **Charging Policies**.

LIKELY CAUSE

According to the Datalogic technical documentation on Charging Policies, the Off-Mode Charge option sets the charging behaviour when the device is off: its policy enables or disables automatic power-on, and a Threshold slider sets the level that triggers start-up. The documentation states that the options may vary depending on the device.

WHAT TO DO

1. Open **Datalogic Settings**, then **Battery Management > Charging Policies**.
2. In **Off-Mode Charge**, set **Policy**: automatic power-on enabled or disabled.
3. If it remains enabled, adjust the threshold (**Threshold**) that triggers start-up.

Sources: [Charging Policies | Technical Documentation](#) · [Datalogic Settings | Technical Documentation](#) – Datalogic technical documentation (datalogic.github.io) (official documentation).

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Resetting and configuring a fleet of Skorpion X40/X45 devices: settings, Scan2Deploy, time

Resetting the Datalogic settings, deployment by QR code and time server.

How do I restore the Datalogic settings on a Skorpion X40 to their factory defaults?

Command: `Reset device configuration`, at the bottom of the Datalogic Settings main screen.

Short answer: According to the Datalogic technical documentation, the “Reset device configuration” entry, at the bottom of the Datalogic Settings main screen, returns all configuration settings to their factory values. “Reset configuration”, at the bottom of a given screen, resets only the settings on that screen.

LIKELY CAUSE

This reset concerns the Datalogic settings: scanner, Wedge, keyboard, power, battery, Wi-Fi, etc. It does not replace a full Android reset with data wipe, which is not covered in this guide.

Caution: “Reset device configuration” erases all customised Datalogic settings, including those for the scanner and data transmission.

WHAT TO DO

1. If the mobile computer was configured by Scan2Deploy or a management console, keep the profile to hand to redeploy it after the reset.
2. For a single screen, for example the scanner options, open that screen and tap `Reset configuration` at the bottom of the page.
3. For all Datalogic settings, open the `Datalogic Settings` main screen and tap `Reset device configuration` at the bottom of the page.
4. Then check scanning (Green Spot) and data transmission (Keyboard Wedge).

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Source: [Datalogic Settings | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) (official documentation).

How do I configure a fleet of Skorpion X40 devices without setting up each mobile computer by hand?

Short answer: Datalogic provides QR code configuration tools for the Skorpion X40/X45: Scan2Deploy, OEMConfig, the Android Enterprise QR code generator and the Wi-Fi QR code generator. With Scan2Deploy Studio 2.7.0 or later, you create a profile on a PC, then the Scan2Deploy agent on the mobile computer applies it by scanning the generated QR code.

LIKELY CAUSE

The data sheet lists these tools among the X40/X45 configuration software. The Scan2Deploy Studio 2.7.0 release notes (12 June 2026) add support for the Skorpion X40/X45 and its keyboard layouts. The Datalogic knowledge base describes the principle for Datalogic Android mobile computers: the agent connects over Wi-Fi to the Studio computer, downloads the profile and applies it.

WHAT TO DO

1. Download Scan2Deploy Studio (version 2.7.0 or later) from the Datalogic developer portal, **Releases** section, and install it on a Windows PC.
2. Click **Create** and choose the model, part number (SKU) and Android version.
3. Enable the options you want (Wi-Fi, settings), give the profile a name and save it.
4. On the mobile computer, open the Scan2Deploy agent and scan the generated QR code with the scan engine.
5. If it fails, check that the mobile computer and the Studio computer communicate on the same network.

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Sources: SKORPIO X40/X45 – Technical Specifications – Datalogic Skorpion X40/X45 data sheet (DS-SKORPIOX40-X45-EN, rev. A, 21 April 2026) · [Scan2Deploy Studio 2.7.0 | Technical Documentation](#) – Datalogic technical documentation (datalogic.github.io) · [Setting an NTP Server on a Datalogic Android Device Using Scan2Deploy](#) – Datalogic knowledge base (Customer Self-Service Portal), article KA-01790 (official documentation).

Why do my Skorpion X40 devices not all show the same time?

Symptoms: timestamps differ from one mobile computer to another.

Short answer: Set a common time server: on the mobile computer, in **Datalogic Settings > Device > NTP** ; for a whole fleet, via a Scan2Deploy profile. Each mobile computer then synchronises with this server.

LIKELY CAUSE

The Datalogic knowledge base presents the NTP server as the way to keep the exact time without manual adjustment and to obtain consistent timestamps across all devices. The NTP setting in Datalogic Settings includes the primary server address and a response timeout.

WHAT TO DO

1. On a single mobile computer: open **Datalogic Settings > Device > NTP** , enter **Primary NTP Server Address** and, if needed, the **Timeout** .
2. For a fleet: in Scan2Deploy Studio, create a profile with the **Settings** option, expand **System Settings** and fill in the NTP options.
3. In the deployment options, turn on **Update S2D** , choose **Studio** as the host, turn on **Backup to Enterprise** and **Install Latest OEMConfig** , then save.
4. Scan the generated QR code with the Scan2Deploy agent on the mobile computer.
5. Check that the mobile computers can reach the NTP server on the network.

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Sources: [NTP | Technical Documentation](#) – Datalogic technical documentation (datalogic.github.io) · [Setting an NTP Server on a Datalogic Android Device Using Scan2Deploy](#) – Datalogic knowledge base (Customer Self-Service Portal), article KA-01790 (official documentation).

Skorpio X40/X45 Android update: download, DXU and failures

Android version, access to firmware and update precautions.

How is the Android system on my Skorpio X40 updated?

Published version: Skorpio X40 Android 15 GMS v3.25.009_FULL (6 July 2026).

Short answer: The Skorpio X40/X45 ships with Android 15, and its platform is announced as upgradable up to Android 19. Firmware is downloaded from the Datalogic developer portal using the device's serial number, then installed, notably with the DXU tool, over USB or Wi-Fi.

LIKELY CAUSE

As of 20 October 2026, the Skorpio X40/45 firmware page publishes Android 15 version v3.25.009 as a full package (FULL), in GMS and non-GMS versions, as well as Espresso Extension v3.25.001, common to the X40 and X45, each with its release notes.

Caution: Datalogic recommends backing up the device before any update and keeping the battery charged or the mobile computer plugged in during the operation. Some installation methods reset settings, according to the same source.

WHAT TO DO

1. Create an account on the Datalogic developer portal and log in.
2. Open the **Products** menu, choose Skorpio X40/45, then the **Firmware** section.

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3. Enter the serial number when prompted (see [download refused](#)).
4. Download the GMS or non-GMS package that matches your device and read the release notes.
5. Open DXU on the PC, click the **DEVICE** icon, select the mobile computer, then **Firmware Utility** ; choose the ZIP file and click **Start Update** .
6. Let the mobile computer restart on the new firmware.

The firmware page lists only packages labelled “Skorpio X40”; the Espresso Extension is labelled “X40-45”. Check with Datalogic which package to install on an X45.

Sources: [Skorpio X40/45 - Android - Firmware - Products - Datalogic Developer Portal](#) [↗](#) – Datalogic Developer Portal · [SKORPIO X40/X45 – Technical Specifications – Datalogic Skorpio X40/X45 data sheet \(DS-SKORPIOX40-X45-EN, rev. A, 21 April 2026\)](#) · [How to Download and Install New Firmware on a Datalogic Android Device](#) [↗](#) – Datalogic knowledge base (Customer Self-Service Portal), article KA-01096 · [Upgrading Android Firmware on Datalogic Devices Using DXU](#) [↗](#) – Datalogic knowledge base (Customer Self-Service Portal), article KA-01097 · [Firmware Update Process for Android Mobile Computers](#) [↗](#) – Datalogic knowledge base (Customer Self-Service Portal), article KA-01558 (official documentation).

Why can't I download the firmware for my Skorpio X40?

Symptoms: after entering the serial number on the portal, the download does not start.

Short answer: According to Datalogic, downloading Android firmware is restricted to devices covered by an active Datalogic SHIELD contract. Without a contract, the portal does not provide the file; a licence can be purchased for the desired coverage period.

LIKELY CAUSE

The Datalogic knowledge base states that the portal asks for the serial number and automatically starts the download if an active SHIELD contract covers the device. The Skorpio X40/X45 data sheet associates Datalogic Shield with security patches and system updates, and the Datalogic catalogue offers annual, 3-year or 5-year Shield contracts for this range.

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WHAT TO DO

1. Check that you are logged in to your developer portal account.
2. Enter the exact serial number of the mobile computer.
3. If the download does not start, check the device's SHIELD coverage with your reseller or with Datalogic.
4. If necessary, take out a Datalogic Shield contract (annual, 3-year or 5-year according to the catalogue).

Sources: [How to Download and Install New Firmware on a Datalogic Android Device](#)  – Datalogic knowledge base (Customer Self-Service Portal), article KA-01096 · [Firmware Update Process for Android Mobile Computers](#)  – Datalogic knowledge base (Customer Self-Service Portal), article KA-01558 · SKORPIO X40/X45 – Technical Specifications – Datalogic Skorpion X40/X45 data sheet (DS-SKORPIOX40-X45-EN, rev. A, 21 April 2026) · [Skorpion X40-X45](#)  – Datalogic Global E-Catalog (models and accessories) (official documentation).

Why does the update of my Skorpion X40 fail with DXU?

Symptoms: the update stops, or the mobile computer does not restart on the new version.

Short answer: Datalogic asks you to keep the mobile computer powered and connected throughout the update and not to interrupt it, as this risks corrupting the firmware. If it fails, check that the ZIP file matches your model: the portal publishes separate GMS and non-GMS packages.

LIKELY CAUSE

The Datalogic article on updating via DXU mentions two points to check: continuity of power and of the connection, and compatibility of the file with the model. The Datalogic catalogue notes, for example, that part number 946400013, intended for China, does not have Google services (GMS).

Caution: Never interrupt an update in progress: Datalogic warns that an interruption can corrupt the firmware.

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WHAT TO DO

1. Connect the mobile computer to mains power or place it in its cradle before starting the update.
2. Keep the USB or Wi-Fi connection with the PC throughout the operation.
3. Check the file: GMS version for a mobile computer with Google services, non-GMS otherwise.
4. Restart the update from **Firmware Utility** in DXU.
5. Datalogic also mentions Recovery mode and ADB as installation methods: follow the instructions supplied with the firmware package.

When to call a technician: if the mobile computer no longer restarts after an interrupted update: repairs go through Datalogic support or the Ease of Care programmes, using the WebRMA repair request tool.

Sources: [Upgrading Android Firmware on Datalogic Devices Using DXU](#)  – Datalogic knowledge base (Customer Self-Service Portal), article KA-01097 · [Firmware Update Process for Android Mobile Computers](#)  – Datalogic knowledge base (Customer Self-Service Portal), article KA-01558 · [How to Download and Install New Firmware on a Datalogic Android Device](#)  – Datalogic knowledge base (Customer Self-Service Portal), article KA-01096 · [Skorpion X40/45 - Android - Firmware - Products - Datalogic Developer Portal](#)  – Datalogic Developer Portal · [Skorpion X40-X45](#)  – Datalogic Global E-Catalog (models and accessories) · [Ease of Care Guide](#)  – Datalogic knowledge base (Customer Self-Service Portal), article KA-01665 (official documentation).

Skorpion X40/X45 touch display and waking from sleep: settings

Display sensitivity and wake-up sources.

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Why does the touch display on my Skorpion X40 respond poorly with gloves or in the rain?

Symptoms: display not very responsive to a gloved finger or a stylus, or when it is wet.

Short answer: Adapt the display sensitivity in **Datalogic Settings > Keyboard & Touch > Touch** : the “Touch mode” setting, then “Screen sensitivity”, provides for a bare finger, a gloved finger, a stylus or a wet screen. According to the data sheet, the X40/X45 display works with gloves and a stylus and rejects water droplets.

LIKELY CAUSE

The 4-inch (480 x 800) display of the Skorpion X40/X45 is a 5-point capacitive touch screen under optically bonded Corning Gorilla Glass Victus, according to the data sheet. The Datalogic technical documentation describes a single sensitivity setting adapted to the input type.

WHAT TO DO

1. Open **Datalogic Settings > Keyboard & Touch > Touch** .
2. Tap **Touch mode** , then **Screen sensitivity** .
3. Choose the appropriate sensitivity: bare finger, gloved finger, stylus or wet screen.

When to call a technician: if areas of the display no longer respond whatever the setting: repairs go through Datalogic support or the Ease of Care programmes, using the WebRMA repair request tool.

Sources: [Touch | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) · SKORPIO X40/X45 – Technical Specifications – Datalogic Skorpion X40/X45 data sheet (DS-SKORPIOX40-X45-EN, rev. A, 21 April 2026) · [Ease of Care Guide](#)  – Datalogic knowledge base (Customer Self-Service Portal), article KA-01665 (official documentation).

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Why does my Skorpion X40 not wake up when I press a scan button?

Symptoms: display asleep, and pressing a scan button or the trigger does not turn it back on.

Short answer: Wake-up sources are set in **Datalogic Settings > Power & Sources > Wake-Up Policies**. According to the Datalogic documentation, the side triggers, the pistol-grip trigger, the front trigger and the PTT button wake the device by default; a source disabled in “Wake-up sources” no longer wakes it.

LIKELY CAUSE

The Datalogic technical documentation describes the default wake-up sources and the “Wake-up sources” setting, which enables or disables them one by one. It does not mention by name the Skorpion X40/X45, whose data sheet mentions two side scan buttons and an on/off button.

WHAT TO DO

1. Open **Datalogic Settings > Power & Sources > Wake-Up Policies**.
2. In **Wake-up sources**, enable the side scan buttons and, on a pistol-grip model, the trigger.
3. Test waking from sleep with each enabled button.

Sources: [Wake-Up Policies | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) · SKORPIO X40/X45 – Technical Specifications – Datalogic Skorpion X40/X45 data sheet (DS-SKORPIOX40-X45-EN, rev. A, 21 April 2026) (official documentation).

Skorpion X40/X45 repair: Datalogic services

Ease of Care contracts and repair requests.

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How do I send a Skorpion X40 to Datalogic for repair?

Short answer: Datalogic handles repairs within its Ease of Care programmes: repair requests are created and tracked with the WebRMA tool. For the Skorpion X40/X45, the catalogue offers 3- or 5-year contracts, with or without accidental damage and battery coverage, and turnaround times of 2, 3 or 5 days, Flexi or Overnight.

LIKELY CAUSE

The Datalogic knowledge base presents the Ease of Care programmes as a way of keeping devices available through a fast repair service. For the Skorpion X4X range, the catalogue lists Ease of Care and Datalogic Shield contracts; Overnight contracts require a minimum of 20 devices.

WHAT TO DO

1. Note the part number and serial number of the mobile computer.
2. Check the service contract that covers the device (Ease of Care, Datalogic Shield).
3. Create the repair request in WebRMA, or go through your reseller.

Sources: [Ease of Care Guide](#)  – Datalogic knowledge base (Customer Self-Service Portal), article KA-01665 · [Skorpion X40-X45](#)  – Datalogic Global E-Catalog (models and accessories) · [Skorpion X40/45: Handheld Computers - Datalogic](#)  – Skorpion X40/45 product page (datalogic.com) (official documentation).

When should you call a technician for a Datalogic Skorpion X40/X45 mobile computer?

The entries above first suggest a setting, cleaning or a reset. In the following cases, the documentation refers you to support or a technician:

- **Persistent cradle error:** Dock Manager shows “Error” on a correctly powered slot.

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- **The scanner no longer scans:** No code is read even though the scanner settings have been checked.
- **Interrupted update:** The mobile computer no longer restarts after an interrupted update.
- **Dead zones on the display:** Areas of the touch display no longer respond, whatever the sensitivity setting.

Avoiding recurring faults on the Datalogic Skorpion X40/X45 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

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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 X40/X45 mobile computer troubleshooting: frequently asked questions

What is the difference between the Skorpion X40 and the Skorpion X45?

The Skorpion X40 connects via Wi-Fi 6E only. The Skorpion X45 adds a 5G, LTE and 3G mobile network, eSIM and GNSS positioning. According to the Datalogic catalogue, the X45 exists only in a pistol-grip version with a standard-range imager. [See the detailed entry.](#)

Which version of Android runs on the Skorpion X40?

The Skorpion X40/X45 runs Android 15, with or without Google services depending on the part number. The data sheet announces a platform upgradable up to Android 19. The latest version published on the Datalogic developer portal is v3.25.009 of 6 July 2026. [See the detailed entry.](#)

Why won't the Skorpion X40 firmware download?

The Datalogic developer portal asks for the device's serial number and provides the firmware only if an active Datalogic SHIELD contract covers it. Without a contract, a

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licence can be purchased for the desired coverage period. [See the detailed entry.](#)

Are Skorpion X5 cradles compatible with the Skorpion X40?

Yes, according to the Datalogic data sheet, which states compatibility with the Skorpion X5 cradles and accessories. The catalogue lists the 94A150151 single-slot cradle and the 94ACC0274 4-slot battery charger as common to both ranges. The X40/X45 battery, however, has its own part number, 94ACC0440. [See the detailed entry.](#)

What is the reading range of the long-range Skorpion X40?

Datalogic states up to 10 m for the long-range versions, fitted with the Halogen DE2121-ER engine. The other versions use the standard-range DE2121-DL engine. Long-range models exist only as X40 part numbers. [See the detailed entry.](#)

Why does the Skorpion X40 battery not charge to 100%?

Smart Charge, which Datalogic documents for the Skorpion X40 running Android 15, times the full charge to the configured work schedule. The aim is to limit the time spent at 100%, which exposes the battery to high voltage and heat. The schedule and discharge delay are set in Battery Manager or in Datalogic Settings. [See the detailed entry.](#)

How do I reset the settings on a Skorpion X40?

At the bottom of the Datalogic Settings main screen, Reset device configuration returns all Datalogic settings to their factory values. At the bottom of a given screen, Reset configuration resets only that screen. These commands erase the customised scanner and transmission settings. [See the detailed entry.](#)

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Is the Skorpion X40 waterproof?

The Datalogic data sheet states IP65 and IP67 ratings with the battery in place, according to the IEC 60529 standard. It also states an operating temperature of -20 to 50 °C and multiple 1.8 m drops onto concrete across this entire temperature range. [See the detailed entry.](#)

Sources consulted

All the causes, procedures and signals in this guide come from the pages below in the official Datalogic documentation, consulted on 20 October 2026. The data sheet, which datalogic.com does not offer as a free download, is cited by its title.

- [Skorpion X40/45: Handheld Computers - Datalogic](#)  – Skorpion X40/45 product page (datalogic.com) **official**
- [Skorpion X40/45: The Next-Generation Key-Based Mobile Computer Built for All-Day Operations - Datalogic](#)  – Datalogic press release (23 June 2026) **official**
- [Skorpion X40-X45](#)  – Datalogic Global E-Catalog (models and accessories) **official**
- [Skorpion X40/45 - Android - Firmware - Products - Datalogic Developer Portal](#)  – Datalogic Developer Portal **official**
- SKORPIO X40/X45 – Technical Specifications – Datalogic Skorpion X40/X45 data sheet (DS-SKORPIOX40-X45-EN, rev. A, 21 April 2026) **official**
- [How to Download and Install New Firmware on a Datalogic Android Device](#)  – Datalogic knowledge base (Customer Self-Service Portal), article KA-01096 **official**
- [Upgrading Android Firmware on Datalogic Devices Using DXU](#)  – Datalogic knowledge base (Customer Self-Service Portal), article KA-01097 **official**
- [Firmware Update Process for Android Mobile Computers](#)  – Datalogic knowledge base (Customer Self-Service Portal), article KA-01558 **official**
- [Android Devices with 2D Scanner Reading Barcodes from Monitors](#)  – Datalogic knowledge base (Customer Self-Service Portal), article KA-01715 **official**

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- [Improving Wi-Fi Roaming Performance on Android Devices](#)  – Datalogic knowledge base (Customer Self-Service Portal), article KA-01770 **official**
- [SX5: Android 11 PEAP Wi-Fi Issues Due to Missing Domain Configuration](#)  – Datalogic knowledge base (Customer Self-Service Portal), article KA-01590 **official**
- [Setting an NTP Server on a Datalogic Android Device Using Scan2Deploy](#)  – Datalogic knowledge base (Customer Self-Service Portal), article KA-01790 **official**
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- [Datalogic Settings | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) **official**
- [Scanner Options | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) **official**
- [Good Read | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) **official**
- [Keyboard Wedge | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) **official**
- [Smart Charge | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) **official**
- [Enterprise Battery Saver | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) **official**
- [Charging Policies | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) **official**
- [Dock Manager | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) **official**
- [Get Slot Failure | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) **official**
- [Dock & Cradle | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) **official**
- [Wake-Up Policies | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) **official**
- [NTP | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) **official**
- [Touch | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) **official**

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- [Dual SIM | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io)
official
- [Scan2Deploy Studio 2.7.0 | Technical Documentation](#)  – Datalogic technical documentation (datalogic.github.io) **official**

The “Skorpion X40-45 User Manual (ENG)” file (9.39 MB, 15/06/2026) and the firmware release notes listed on the Datalogic developer portal, the documents in the datalogic.com download centre and the docs.datalogic.com site were not consulted for this guide and are not cited. If the fault falls under these documents, refer to the manufacturer's documentation or ask the TIMCOD technicians.

See also

- Product page on timcod.fr (in French): [Datalogic Skorpion X40 - X45](#)
- [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 X4](#), [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-x40-x45>, updated on 21 October 2026.

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