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TROUBLESHOOTING GUIDE

Datalogic Skorpion X5 troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Datalogic documentation, Skorpion X5 User's Manual (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the Datalogic Skorpion X5 product page →

In brief. The Datalogic Skorpion X5 is a rugged Android mobile computer with a physical keyboard, in brick or pistol-grip version, with a 1D, standard 2D (SR), medium-range (MR) or extra-long-range (XLR) imager. It shows its status through a charging light, a good-read light and three lights on its battery, which indicate charge, health and failures. The Datalogic documentation emphasises charging between 0 and 40 °C, hot-swapping the battery (Battery Swap), scanner settings and the move to Android 13, the only version still active. This guide brings these procedures together, from the lights to resetting. Click a question to open the entry.

- **A light is flashing or changing colour:** find the signal in the [lookup table](#) and open the matching entry.
- **The scanner does not scan, or the data arrives incorrectly:** see [the scanner does not read](#), [codes displayed on a screen](#) and [data missing from the app](#).

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- **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 X5 mean? Lookup by signal

The Skorpion X5 shows its status through three groups of lights: the charging and notification light, the good-read light at the top left of the display, and the three battery lights, visible with the battery removed. The table links each signal to its cause and to the troubleshooting entry.

Signal	Lights (Datalogic manual)	Likely cause	Entry
Charging light solid red	● solid red	Battery pre-charge	Charging light
Charging light solid orange	● solid orange	Charging	Charging light
Charge light solid green	● solid green	Charging complete	Charging light
Flashing red charging light	● flashing red	Charge fault	Charge fault
Notification light flashing blue	flashing blue (colour adjustable in Android)	Android notification	Charging light

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Signal	Lights (Datalogic manual)	Likely cause	Entry
Good-read light solid red while the scan button is pressed	● solid red	Scanning in progress, until decoding, decode timeout or button release	<u>The scanner does not scan</u>
Good-read light solid green, green dot on the code	● solid green; Green Spot	Successful read	<u>The scanner does not scan</u>
Display off, good-read light flashing green, then changing to orange and then red	● ● ● green, then orange, then red, flashing	Battery Swap mode (battery removed)	<u>Hot-swapping the battery</u>
Charging light flashing red, battery removed	● flashing red	Imminent shutdown in Battery Swap mode	<u>Hot-swapping the battery</u>
Battery: right-hand light flashing green	● flashing green	Charge below 5%	<u>Green battery lights</u>
Battery: 1, 2 or 3 solid green lights	● solid green	Charge from 5 to 33%, 34 to 66% or 67 to 100%	<u>Green battery lights</u>
Battery: 1, 2 or 3 solid blue lights	solid blue	Health from 80 to 84%, 85 to 89% or 90 to 100%	<u>Blue battery lights</u>

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Signal	Lights (Datalogic manual)	Likely cause	Entry
Battery: right-hand light flashing blue	flashing blue	Health below 80%	Blue battery lights
Battery: all lights flashing orange	● flashing orange	Temporary failure (voltage, current or temperature)	Temporary battery fault
Battery: all lights flashing red	● flashing red	Permanent failure	Permanent battery fault

The signals come from the “LED Indicators”, “Battery Pack LEDs” (pp. 34-36) and “Battery Swap” (p. 14) sections of the Datalogic Skorpion X5 User's Manual. The blue lights have no colour dot. The manual does not describe a beep combination specific to errors.

Datalogic Skorpion X5 error lights: causes and solutions

These entries explain the charging and battery lights that indicate a fault.

What do the colours of the charging light on my Datalogic Skorpion X5 mean?

Charging and notification light: solid red, solid orange, solid green or flashing blue.

Short answer: According to the Datalogic manual, the light is solid red during pre-charge, solid orange while charging and solid green when charging is complete. Flashing blue indicates an Android notification, not a charging problem. Only flashing red indicates a fault.

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LIKELY CAUSE

The Skorpion X5 combines the charging status and Android notifications on the same light. The manual states that the notification colour may vary depending on the Android settings. The good-read light, located at the top left of the display, is a separate light.

WHAT TO DO

1. Solid red: the device is pre-charging. Leave it on its charger or in its cradle.
2. Solid orange: the battery is charging. The manual states that the mobile computer may heat up while charging, which is normal.
3. Solid green: charging is complete.
4. Flashing blue: an Android notification is pending. Open the notification panel.
5. Flashing red: see the [charge fault](#) entry.

The good-read light is described in the entry [the scanner does not read](#).

Sources: LED Indicators (p. 34) – Skorpion X5 User's Manual (Datalogic, 2021) · Charge the Battery (p. 12) – Skorpion X5 User's Manual (Datalogic, 2021) · Skorpion X5 Quick Start Guide – Skorpion X5 Quick Start Guide (822003926, rev. G, June 2023) (official documentation).

Why is the charging light on my Skorpion X5 flashing red?

Charging light: flashing red.

Short answer: The Datalogic manual associates this signal with a charge fault (“Charge fault”). Check that the temperature is between 0 and 40 °C, that the power supply is Datalogic-approved and that nothing is obstructing charging in the cradle.

LIKELY CAUSE

The manual does not detail the causes of the charge fault, but it sets out the charging conditions: a temperature range of 0 to 40 °C (32 to 104 °F), beyond which the battery may stop charging to prevent overheating; a Datalogic-approved power supply for the



cradles; no foreign objects in the cradle slot, as they could heat up. The same light also flashes red a few seconds before shutdown in Battery Swap mode (see [hot-swapping the battery](#)).

Caution: According to the safety instructions in the Datalogic manual, use only Datalogic-approved batteries and chargers, keep the battery away from heat, do not short-circuit its contacts and stop using it if it gives off an unusual smell, heats up, changes colour or becomes deformed.

WHAT TO DO

1. Bring the mobile computer back into a room at moderate temperature: charging is permitted only between 0 and 40 °C.
2. Recharge with the Datalogic USB Type-C mains adapter (94ACC0329), a Datalogic cradle or the supplied cable connected to a computer port or a powered USB hub.
3. On a cradle, use only the Datalogic-approved power supply, remove any foreign object from the slot and do not stick anything on the wireless charging logo area.
4. Remove the battery and press its locking lever to display its own lights: flashing orange or red lights indicate a battery fault (see [temporary fault](#) and [permanent fault](#)).

When to call a technician: if the light remains flashing red even though the charging conditions in the manual are met: the manual refers you to Datalogic support and authorised resellers.

Sources: LED Indicators (p. 34) · Charge the Battery (p. 12-13) · Battery Information (p. 15) · Battery Pack LEDs (p. 34-36) · Battery Safety Guidelines (p. 16-17) – Skorpion X5 User's Manual (Datalogic, 2021) (official documentation).

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Why are all the battery lights on my Skorpion X5 flashing orange?

Battery lights: all three lights orange, flashing.

Short answer: According to Datalogic, this is a temporary battery failure: overvoltage or undervoltage, overcurrent, or temperature too high or too low. The battery can work again once the cause has gone, for example when it has returned to its temperature range.

LIKELY CAUSE

The manual distinguishes between a temporary failure (flashing orange lights), after which the battery returns to normal operation as soon as the fault is cleared, and a permanent failure (flashing red lights). The failure status is displayed only in the event of an error, after the charge level and health.

Caution: Stop using a battery that heats up, gives off an unusual smell, changes colour or becomes deformed (safety instructions in the Datalogic manual).

WHAT TO DO

1. Remove the battery from the mobile computer or the charger.
2. Leave it in a place at moderate temperature: the manual allows charging between 0 and 40 °C.
3. Refit it or put it back on charge with a Datalogic-approved charger, then check its lights again by pressing the locking lever.
4. If the lights change to flashing red, see [permanent fault](#).

Sources: Battery Pack LEDs (p. 34-36) · Battery Information (p. 15) · Battery Safety Guidelines (p. 16-17) – Skorpion X5 User's Manual (Datalogic, 2021) (official documentation).

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Why are all the battery lights on my Skorpion X5 flashing red?

Battery lights: all three lights red, flashing.

Short answer: The Datalogic manual associates this signal with a permanent failure: the battery can no longer return to normal operation. Take it out of service and replace it with a Datalogic-approved battery.

LIKELY CAUSE

Unlike a temporary failure (orange lights), a permanent failure does not clear: according to the manual, normal operation cannot be restored.

Caution: The manual forbids puncturing, striking, crushing, deforming or dismantling the battery and short-circuiting its contacts. A mobile computer or battery that has been dropped must be examined by an authorised repair centre before being used again.

WHAT TO DO

1. Remove the battery from the mobile computer or the charger and stop using it: the instructions in the manual forbid using a damaged battery.
2. Replace it with a Datalogic-approved battery suited to your model (standard BY-07 or extended BY-08).
3. Recycle the used battery separately from the mobile computer, in accordance with local regulations.

When to call a technician: if the mobile computer or the charger still reports a fault with a new approved battery: the manual refers you to Datalogic support and authorised resellers.

Sources: Battery Pack LEDs (p. 34-36) · Battery Charging Time (p. 14) · Battery Safety Guidelines (p. 16-17) – Skorpion X5 User's Manual (Datalogic, 2021) (official documentation).

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My Skorpio X5 no longer reads barcodes: causes and solutions

Framing, symbologies, scanner settings and codes displayed on a screen.

Why does the scanner on my Datalogic Skorpio X5 mobile computer not read barcodes?

Symptoms: the good-read light stays red while the button is pressed, no green dot (Green Spot) on the code.

Short answer: Point the scan window at the code, press the SCAN button or a trigger, and place the whole code inside the brackets of the aiming pattern. If the light stays red until release, the code is not decoded: check that its symbology is enabled in **Settings > Datalogic Settings > Scanner Settings**.

LIKELY CAUSE

According to the Datalogic manual, the good-read light stays solid red from when the scan button is pressed until decoding, expiry of the decode timeout or release of the button; it turns solid green when the read succeeds, and the Green Spot, if enabled, projects a green dot onto the code. The manual describes the settings that determine scanning: enabled symbologies, illumination, aiming, decode timeout and trigger enabling.

Caution: According to the technical specifications in the manual, the mobile computer emits a Class 2 aiming laser (VLD, IEC/EN 60825-1, 650 nm) and exempt-group LED illumination (IEC/EN 62471).

WHAT TO DO

1. Point the scan window at the code and press the **SCAN** button, a side trigger or the trigger on the pistol-grip model.

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2. Centre the code in the aiming pattern, in any orientation, making sure that it is entirely inside the brackets.
3. Open **Settings > Datalogic Settings > Scanner Settings > Symbology Settings** and enable the symbology of the code. Then tap **Commit** in **Global Settings** : otherwise, the manual states, the change is lost on restart.
4. In **Scanner Options** , check the illumination (**Enable Illumination**), the laser aiming (**Enable Aim**) and the decode timeout (**Decode Timeout**).
5. If a scan button no longer responds, check in **Key Settings** that the triggers (**Triggers**) are enabled: they are by default.
6. Test with the codes in the “Test Codes” chapter of the manual (Code 39, Interleaved 2/5, Code 128, EAN-13, EAN-8 in three densities, and Datamatrix) to distinguish a damaged code from a problem with the mobile computer.

When to call a technician: if none of the test codes in the manual is read after these checks: the manual refers you to Datalogic support and authorised resellers.

Sources: Skorpion X5 Quick Start Guide – Skorpion X5 Quick Start Guide (822003926, rev. G, June 2023) · LED Indicators (p. 34) – Skorpion X5 User's Manual (Datalogic, 2021) · Scanner Settings (p. 42-54) – Skorpion X5 User's Manual (Datalogic, 2021) · Key Settings (p. 57-59) – Skorpion X5 User's Manual (Datalogic, 2021) · Test Codes (p. 105-108) – Skorpion X5 User's Manual (Datalogic, 2021) · Technical Features (p. 102-104) – Skorpion X5 User's Manual (Datalogic, 2021) (official documentation).

Why does my Skorpion X5 not read a barcode displayed on a PC screen?

Symptoms: paper labels are read, but not codes displayed on a monitor.

Short answer: For Android mobile computers with a 2D scanner, the Datalogic knowledge base says to enable the “Display Mode” setting in the scanner options. This setting is used to read codes displayed on a screen.

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LIKELY CAUSE

The Datalogic article on codes displayed on a monitor gives the setting to enable without detailing the cause. It does not name a specific model; its keywords mention the Skorpion and Memor devices.

WHAT TO DO

1. Open the scanner settings: **Scanner and Decoder** according to the article, **Scanner Settings** in the 2021 Skorpion X5 manual.
2. Open **Scanner options**.
3. Slide the **Display Mode** switch to the on position.
4. Scan the displayed code again.

Sources: [Android Devices with 2D Scanner Reading Barcodes from Monitors](#)  – Datalogic knowledge base (Customer Self-Service Portal), article KA-01715 · Scanner Options (p. 47-49) – Skorpion X5 User's Manual (Datalogic, 2021) (official documentation).

The codes scanned by my Skorpion X5 do not arrive in the app: what should I do?

The Skorpion X5 sends scans via Wedge: these entries cover missing or duplicated data.

Why do the codes scanned by my Skorpion X5 not arrive in my app?

Symptoms: the scan is confirmed (green light) but no text appears in the input field.

Short answer: The Skorpion X5 sends scanned data via “Wedge”. Check in **Scanner Settings > Wedge** that “Enable Keyboard Wedge” is turned on and that an input field has the focus; if your app expects Android intents, turn on “Enable Intent Wedge”.



LIKELY CAUSE

According to the Datalogic manual, Keyboard Wedge sends the data as keyboard input. With the “Keyboard Wedge Only on Focus” option, the scanner is active only when a text box can receive text; otherwise, the keystrokes go to the app in the foreground. Intent Wedge broadcasts the data to apps that listen for intents, and Web Wedge sends it to browsers as a URL.

WHAT TO DO

1. Place the cursor in the input field before scanning.
2. Open **Settings > Datalogic Settings > Scanner Settings > Wedge** and turn on **Enable Keyboard Wedge**.
3. The sending mode is set in **Keyboard Wedge Input Mode : Text Injection**, **Key Pressure** or **Commit Text**. Try another mode if the app does not receive the text.
4. If the app is designed to receive intents, turn on **Enable Intent Wedge** and enter the action and category it expects.
5. To add a prefix, a suffix or a symbology identifier, use **Formatting (Label Prefix, Label Suffix, Send Code ID)**.
6. Tap **Commit** in **Global Settings** to keep the settings after a restart.

Sources: Wedge (p. 50-51) · Formatting (p. 44-46) · Global Settings (p. 54) – Skorpion X5 User's Manual (Datalogic, 2021) (official documentation).

Why does my Skorpion X5 send each code twice in Ivanti Velocity?

Symptoms: each code appears twice; the logs show scan data followed by the same characters as keystrokes.

Short answer: According to Datalogic, Keyboard Wedge is enabled by default on the Skorpion X5: Velocity receives the data directly from the scanner, then a second time as keystrokes. Turn on “Keyboard Wedge Only on Focus” rather than disabling



the Wedge.

LIKELY CAUSE

The Datalogic knowledge base explains that scanned data is converted into keystrokes by Keyboard Wedge while Velocity also receives it directly: it is therefore processed twice.

WHAT TO DO

1. Open **Datalogic Settings**, then the Keyboard Wedge configuration.
2. Turn on **Keyboard Wedge Only on Focus**.
3. Save the configuration, return to Velocity and test scanning.
4. Do not disable Keyboard Wedge completely: according to Datalogic, other apps and browsers may need it.

Sources: [Skorpion X5: Duplicate or Double Scan Results in Velocity](#) – Datalogic knowledge base (Customer Self-Service Portal), article KA-01797 · Wedge (p. 50-51) – Skorpion X5 User's Manual (Datalogic, 2021) (official documentation).

Skorpion X5 Wi-Fi, Bluetooth, USB and NFC: connection problems

Wi-Fi connection, PEAP network, Bluetooth pairing, cradle USB and Ethernet connection, NFC.

Why does my Skorpion X5 not connect to the Wi-Fi network?

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

Short answer: Turn on Wi-Fi in “Network & Internet”, choose the network and enter its security settings. For a hidden network, add it with “Add network” by entering the exact SSID. Also check the band and 802.11 mode in the Datalogic Wi-

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Fi settings.

LIKELY CAUSE

The Skorpion X5 supports IEEE 802.11 a/b/g/n/ac Wi-Fi; the manual states that coverage varies depending on the environment and interference. The Datalogic Wi-Fi module settings select the 802.11 mode and band, and enable or disable power saving.

WHAT TO DO

1. Open **Settings > Network & Internet > Wi-Fi**, turn on Wi-Fi and choose the network.
2. Hidden network (Android 10): tap **Add network**, enter the SSID exactly as on the access point, choose the security type, then turn on **Hidden network** in **Advanced options**.
3. In **Datalogic Settings**, open **Wi-Fi Module Settings**: check the 802.11 mode and band used by your access points, as well as power saving.
4. Use the **WiFi Guard** app, which the manual mentions for diagnosing connection problems.
5. As a last resort, reset the network settings: **Settings > System > Advanced > Reset options > Reset Wi-Fi, Bluetooth**.
6. PEAP enterprise network on Android 11: see [PEAP Wi-Fi](#).

According to the Datalogic knowledge base, a hidden network may take longer to connect and show the signal strength only once connected.

Sources: Wi-Fi (p. 66-67) – Skorpion X5 User's Manual (Datalogic, 2021) · Wi-Fi Module Settings (p. 61-62) – Skorpion X5 User's Manual (Datalogic, 2021) · Connections (p. 96-101) – Skorpion X5 User's Manual (Datalogic, 2021) · [Connecting to a Hidden Wi-Fi Network on Android 10](#)  – Datalogic knowledge base (Customer Self-Service Portal), article KA-01347 · Reset the Device (p. 32-33) – Skorpion X5 User's Manual (Datalogic, 2021) (official documentation).

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Why does my Skorpion X5 running Android 11 no longer connect to the PEAP enterprise Wi-Fi?

Symptoms: PEAP connection refused when no domain is entered; staging error in Scan2Deploy.

Short answer: Android 11 requires validation of the server certificate for enterprise Wi-Fi: without a domain, the PEAP connection is blocked, and Scan2Deploy also rejects PEAP profiles without a domain. The lasting solution is to install on the RADIUS server a valid certificate containing a known and trusted domain.

LIKELY CAUSE

According to the Datalogic knowledge base, without a domain the device cannot validate the certificate chain of the RADIUS server. The article states that the problem is not specific to Datalogic and affects all devices running Android 11 and later that use PEAP without domain validation.

Caution: Datalogic warns that this reversion to Android 10 may contradict the recommendations in the release notes: back up first and proceed with caution. The firmware portal now classifies Android 10 and Android 11 as expired, and Android 13 as active.

WHAT TO DO

1. Enter the server domain in the PEAP Wi-Fi profile, on the mobile computer or in the Scan2Deploy profile.
2. Have a valid certificate containing a known and trusted domain installed on the RADIUS server.
3. Use staging tools and methods compatible with Android 11 and later versions.
4. Workaround mentioned by Datalogic: revert to Android 10 with firmware v2.13.003, which does not require a PEAP domain.

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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 X5 - Android - Firmware - Products - Datalogic Developer Portal](#)  – Datalogic Developer Portal (official documentation).

Why does my Skorpion X5 not pair with my Bluetooth printer?

Symptoms: the printer does not appear or pairing fails.

Short answer: In the Bluetooth settings, tap “Pair new device”, select the device and check that the same pairing code is displayed on both devices before tapping “Pair”. Stay within 10 m: this is the range stated in the manual.

LIKELY CAUSE

According to the Datalogic manual, the Skorpion X5 communicates via Bluetooth with a device such as a printer within a radius of 10 m. Pairing requires confirming that the code (passkey) is identical on both devices.

WHAT TO DO

1. Turn on Bluetooth on the mobile computer and put the printer into pairing mode.
2. Tap **Pair new device** and select the device.
3. Check that the code is identical on both devices, then tap **Pair**.
4. Bring the devices within 10 m of each other.
5. If pairing still fails, reset the network settings with **Reset Wi-Fi, Bluetooth** (see [resetting](#)).

Sources: Bluetooth (p. 69-70) · Connections (p. 96-101) · Reset the Device (p. 32-33) – Skorpion X5 User's Manual (Datalogic, 2021) (official documentation).

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Why can my PC not see the files on my Skorpion X5 connected via USB?

Symptoms: the mobile computer charges but does not appear in the PC's file explorer.

Short answer: The USB mode selected on the mobile computer determines what the PC sees: in “No Data Transfer” (charging only), no files appear. Choose file transfer in the notification panel, or set the default USB configuration to “File Transfer (MTP)”.

LIKELY CAUSE

According to the Datalogic manual, the Skorpion X5 connects directly to the PC by USB cable (USB 3.1 compliant), or via the single-slot cradle connected to its power supply (91ACC0048) and to the PC with a USB Type-A to Type-C cable. The Datalogic knowledge base explains that the default USB configuration applies to each connection.

WHAT TO DO

1. Connect the mobile computer to the PC with the USB cable, directly or via the powered single-slot cradle.
2. Open the notification panel on the mobile computer and choose file transfer.
3. For a permanent setting: **Settings > About phone**, tap **Build number** seven times to enable the developer options.
4. In **Developer Options**, **Networking** section, tap **Default USB configuration** and choose **File Transfer (MTP)**.

According to Datalogic, the exact steps vary depending on the Android version, and a fleet management policy may block the developer options.

Sources: Connections (p. 96-101) – Skorpion X5 User's Manual (Datalogic, 2021) · [Changing the Default USB Connection Setting on Android Devices](#)  – Datalogic knowledge base (Customer Self-Service Portal), article KA-01610 (official documentation).

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Why does my Skorpion X5 have no network connection in the 3-slot Ethernet cradle?

Symptoms: the mobile computer charges in the cradle but does not get a wired connection.

Short answer: According to the Datalogic manual, Ethernet must first be enabled on the mobile computer. Then check that a Cat.5E or higher cable is connected to the Ethernet port at the back of the cradle.

LIKELY CAUSE

The wired 3-slot cradle (3 Slot Dock with contacts and Ethernet, 94A150110) connects to the network with an Ethernet cable, but the Ethernet connection must be enabled on the device before use.

WHAT TO DO

1. Enable the Ethernet connection in the settings of the mobile computer.
2. Connect a Cat.5E or higher cable to the Ethernet port at the back of the cradle.
3. Check that the cradle is powered by its Datalogic-approved power supply.
4. Place the mobile computer in a slot of the cradle.

Sources: Connections (p. 96-101) – Skorpion X5 User's Manual (Datalogic, 2021) · Charge the Battery (p. 12-13) – Skorpion X5 User's Manual (Datalogic, 2021) · [Skorpion X5: Handheld Computers - Datalogic](#)  – Skorpion X5 product page (datalogic.com) (official documentation).

Why does the NFC on my Skorpion X5 not work?

Symptoms: no response when an NFC tag is presented.

Short answer: NFC is not available on the XLR models (extra-long-range scanning). On the other models, enable it in “Connection preferences” and hold the tag or device near the back of the mobile computer.

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LIKELY CAUSE

According to the Datalogic manual, NFC allows short-range data exchange with tags or devices placed near the back of the mobile computer; it is not available on the XLR models.

WHAT TO DO

1. Identify the scan engine of your model: the XLR models, available only in a pistol-grip version, have no NFC.
2. In the settings, open **Connection preferences** and enable NFC.
3. Place the tag or device near the back of the mobile computer.

Sources: NFC (p. 71) · Connections (p. 96-101) · Available Models (p. 2-4) – Skorpion X5 User's Manual (Datalogic, 2021) (official documentation).

Skorpion X5 battery and charging: lights, health and cradles

Reading the battery lights, hot-swapping the battery, charging the mobile computer and removing it from a locking cradle.

What do the green battery lights on my Skorpion X5 indicate?

Battery lights: one to three solid green lights, or right-hand light flashing.

Short answer: The Skorpion X5 battery has its own lights. Remove it from the mobile computer or the 4-slot charger and press its locking lever: the green lights show the charge level for 2 seconds, then the blue lights show the state of health.

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LIKELY CAUSE

According to the Datalogic manual, the battery lights indicate the charge level, state of health and failures. They show in turn the charge (2 seconds), the health (2 seconds) and then, only in the event of an error, the failure (2 seconds).

WHAT TO DO

1. Remove the battery from the Skorpion X5 or from the 4-slot battery charger.
2. Press the battery locking lever.
3. Read the green lights: right-hand light flashing = less than 5%; right-hand light solid = 5 to 33%; right-hand and centre lights = 34 to 66%; three lights = 67 to 100%.
4. Recharge the battery if the right-hand light is flashing.
5. Then read the blue lights (battery health): see [blue lights](#).

During storage, the manual recommends keeping the mobile computer and batteries at room temperature and recharging the battery every two to three months.

Sources: Battery Pack LEDs (p. 34-36) · Battery Information (p. 15) – Skorpion X5 User's Manual (Datalogic, 2021) (official documentation).

Why do the battery lights on my Skorpion X5 light up blue?

Battery lights: one to three solid blue lights, or right-hand light flashing, after the green lights.

Short answer: The blue lights indicate the state of health of the battery, not a fault. Three solid blue lights indicate health of 90 to 100%; the right-hand light flashing on its own indicates health below 80%. The Battery Manager app shows the same information in detail.

LIKELY CAUSE

According to the Datalogic manual, the battery shows the state of health of its cells for 2 seconds after the charge level. The manual recommends replacing the rechargeable battery annually to avoid possible risks or anomalies.

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Caution: The manual instructs you not to puncture, crush, deform or dismantle the battery, not to short-circuit its contacts, to keep it away from heat and to recycle used batteries separately, in accordance with local regulations.

WHAT TO DO

1. Remove the battery, press its locking lever and wait for the blue display that follows the green display.
2. Read the blue lights: three solid = 90 to 100%; right and centre solid = 85 to 89%; right solid = 80 to 84%; right flashing = less than 80%.
3. On the mobile computer, open the **Battery Manager** app, **Lifetime** section: it shows the health (Health, State of Health), the full-charge capacity and the extremes of temperature, voltage and current.
4. In Battery Manager, the charging profile (**Charging Profile**) combines at most two priorities from battery life, maximum capacity and charging speed; it is stored in the battery.
5. The manual does not set a health threshold for replacement: it recommends replacing the battery every year. Use a Datalogic-approved battery (3,500 mAh standard BY-07 or 6,200 mAh high-capacity BY-08).

Sources: Battery Pack LEDs (p. 34-36) · Battery Manager (p. 76-78) · Battery Information (p. 15) · Product Overview (p. 1) · Battery Safety Guidelines (p. 16-17) – Skorpion X5 User's Manual (Datalogic, 2021) (official documentation).

Why does the scan light on my Skorpion X5 flash green when I remove the battery?

Good-read light: flashing green, changing to orange and then red · display off.

Short answer: This is Battery Swap mode: when the battery is removed, the Skorpion X5 goes into low-power standby and keeps open apps running. Fit a charged battery within 30 seconds to keep Wi-Fi and Bluetooth sessions active.

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LIKELY CAUSE

According to the Datalogic manual, Battery Swap mode is a low-power standby that lets you replace the battery without closing files or apps. The display turns off, the good-read light flashes green and the device cannot be used during the swap. A few seconds before shutdown, the charging light flashes red.

Caution: Use only Datalogic-approved batteries. The general safety instructions in the manual say not to replace the battery while the device is on: if in doubt, switch off the mobile computer (press and hold the on/off button, then “Power off”) before the swap.

WHAT TO DO

1. Disconnect the USB cable and any external power supply: hot-swapping is not available when the mobile computer is connected via USB or powered by an external source.
2. Remove the battery: the display turns off and the good-read light flashes green.
3. Within 30 seconds, insert a charged battery, top end first, and press until it clicks.
4. If the charging light flashes red, shutdown is imminent: insert the battery without delay.
5. The mode is not available if the backup battery is too low; after a swap, it takes up to 2 minutes to recharge fully.

Removing the battery abruptly cuts the USB connection and interrupts any transfer in progress.

Sources: Battery Swap (p. 14) · LED Indicators (p. 34) · Install the Battery (p. 11) · Battery Safety Guidelines (p. 16-17) – Skorpion X5 User's Manual (Datalogic, 2021) (official documentation).



Why does my Skorpion X5 mobile computer not charge?

Symptoms: the charging light does not turn orange, or charging seems very slow.

Short answer: First check the source: Datalogic USB Type-C mains adapter, Datalogic cradle with its approved power supply, or USB port on a computer or powered hub. Charging is permitted only between 0 and 40 °C. While charging, the light is solid orange, then solid green.

LIKELY CAUSE

The Datalogic manual mentions three ways of charging: the USB Type-C mains adapter (94ACC0329), a cradle, or the supplied cable connected to a computer port or a powered USB hub. Outside the 0 to 40 °C range, the battery may stop charging to prevent overheating. In cradles, a foreign object may heat up.

Caution: Use only a Datalogic-approved power supply for the cradles. The mobile computer may heat up while charging: the manual states that this is normal. Do not stick a label on or write on the wireless charging logo area.

WHAT TO DO

1. Check that the battery is properly engaged: inserted top end first, then pushed in until it clicks.
2. Connect the Datalogic USB Type-C mains adapter (94ACC0329) or a USB port on a computer or powered hub.
3. On a cradle, check its power supply (91ACC0048 for the cradles and the 4-slot charger according to the Datalogic product page), remove any foreign object from the slot and keep the wireless charging logo area clear.
4. Charge in a room between 0 and 40 °C.
5. According to the manual, allow less than 2 h 15 min from 0 to 90% for the BY-07 standard battery on a wired or wireless cradle at 25 °C; for the BY-08 extended battery, less than 2 h 40 min on a wired cradle and less than 3 h 30 min on a wireless

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cradle.

6. If the light flashes red, see [charge fault](#).

Sources: Charge the Battery (p. 12-13) – Skorpion X5 User's Manual (Datalogic, 2021) · Battery Charging Time (p. 14) – Skorpion X5 User's Manual (Datalogic, 2021) · Battery Information (p. 15) – Skorpion X5 User's Manual (Datalogic, 2021) · Skorpion X5 Quick Start Guide – Skorpion X5 Quick Start Guide (822003926, rev. G, June 2023) · [Skorpion X5: Handheld Computers - Datalogic](#)  – Skorpion X5 product page (datalogic.com) (official documentation).

Why is my Skorpion X5 stuck in the 3-slot locking cradle?

Symptoms: the mobile computer cannot be removed from the 3 Slot Dock Wireless Charging Locking cradle.

Short answer: The 3-slot locking cradle (94A150109) holds the mobile computer in place. The Dock Manager app on the Skorpion X5 unlocks it without the key, with the “UNLOCK” button; then remove the device within the configured time.

LIKELY CAUSE

According to the Datalogic manual, the Dock Manager app displays information about the cradle in use and, with the 3-slot locking wireless charging cradle, lets you lock and unlock the mobile computer without a key. The time allowed to the user after unlocking is adjustable.

WHAT TO DO

1. Open the **Dock Manager** app on the Skorpion X5 placed in the cradle.
2. Tap **UNLOCK**.
3. Remove the mobile computer within the configured time.
4. To lock it again, tap **LOCK**.
5. If the time is too short, increase the time allowed to the user after **UNLOCK** in Dock Manager.

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Sources: Dock Manager (p. 84-85) – Skorpion X5 User's Manual (Datalogic, 2021) · [Skorpion X5: Handheld Computers - Datalogic](#) [↗](#) – Skorpion X5 product page (datalogic.com) (official documentation).

Resetting the Skorpion X5 and setting the time: Datalogic procedures

The reset levels described by Datalogic and setting the time.

How do I reset a Datalogic Skorpion X5 to factory settings?

Menu: `Settings > System > Advanced > Reset options` .

Short answer: Open `Settings > System > Advanced > Reset options` .

“Erase all data (factory reset)” erases everything; “Enterprise reset” also erases data and settings, except those kept by enterprise system apps; “Reset Wi-Fi, Bluetooth” affects only the network settings.

LIKELY CAUSE

The Datalogic Skorpion X5 manual describes several levels of reset. Factory Reset returns the device to its default configuration and deletes all customised settings. Enterprise Reset keeps the Enterprise folder (persistent storage for deployment and device-specific data) as well as the enterprise and splash partitions. Configuration Reset only returns the settings to a known state, either factory or defined by the company.

Caution: Factory Reset erases all data and all customised settings; Enterprise Reset also erases data, except that in the Enterprise folder. Back up before starting the operation.

WHAT TO DO

1. Back up any useful data: a factory reset erases all data.
2. Open `Settings > System > Advanced > Reset options` .

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3. For a network problem only, choose **Reset Wi-Fi, Bluetooth** , then **RESET SETTINGS** .
4. To keep the company's deployment configuration, choose **Enterprise reset** , then **Erase all data** .
5. For a complete return to the factory state, choose **Erase all data (factory reset)** , then **Erase all data** .
6. On restart, the Setup Wizard appears. For a fleet managed with Android Enterprise, scan the Device Owner QR code with the front SCAN button or a side trigger.

The menu names are those in the 2021 manual. The Datalogic knowledge base notes that a device that does not support Device Owner mode must be reset before Scan2Deploy provisioning (see [old firmware](#)).

Sources: Reset the Device (p. 32-33) – Skorpion X5 User's Manual (Datalogic, 2021) · Setup Wizard (p. 22) – Skorpion X5 User's Manual (Datalogic, 2021) · [Updating Older M10, M20, and SX5 Devices from Early Firmware Versions](#) ↗ – Datalogic knowledge base (Customer Self-Service Portal), article KA-01591 (official documentation).

Why has my Skorpion X5 lost the date and time?

Symptoms: wrong date and time after storage or after the battery has been left flat.

Short answer: According to the Datalogic manual, the internal clock of the Skorpion X5 lasts about 6 days when the main battery is completely discharged or removed. Beyond that, the time is lost: fit a charged battery, then resynchronise the time, for example from an NTP server.

LIKELY CAUSE

The real-time clock (RTC) backup lasts about 6 days without the main battery. For a fleet, the Datalogic knowledge base describes sending an NTP server to Datalogic Android mobile computers via a Scan2Deploy profile, so that all devices keep consistent timestamps.

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WHAT TO DO

1. Fit a charged battery and switch on the mobile computer.
2. In Scan2Deploy Studio, create a profile for your model with the **Settings** option, and set the NTP server in **System Settings**.
3. In the deployment options, turn on **Update S2D**, **Backup to Enterprise** and **Install Latest OEMConfig**, then save the profile.
4. Scan the generated QR code with the Scan2Deploy agent on the mobile computer: it downloads the profile over Wi-Fi and applies the NTP setting.
5. Check that the mobile computer can reach the NTP server on the network.

For prolonged storage, the manual recommends recharging the battery every two to three months.

Sources: Real-Time Clock Backup (p. 14) – Skorpio X5 User's Manual (Datalogic, 2021) · [Setting an NTP Server on a Datalogic Android Device Using Scan2Deploy](#)  – Datalogic knowledge base (Customer Self-Service Portal), article KA-01790 · Battery Information (p. 15) – Skorpio X5 User's Manual (Datalogic, 2021) (official documentation).

My Skorpio X5 does not start, freezes or needs updating: what should I do?

Powering on, forced restart, Android versions and lockdown apps.

Why does my Skorpio X5 not switch on?

Symptoms: black display, no response when the on/off button is pressed.

Short answer: Press and hold the on/off button for at least 4 seconds: a short press only toggles sleep mode. If nothing happens, check that the battery is engaged and charged: it is not fully charged on delivery.

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LIKELY CAUSE

According to the Datalogic manual, powering on requires a press of at least 4 seconds; a short press enters or leaves sleep mode (Suspend). The battery is delivered partially charged and must be charged before first use.

WHAT TO DO

1. Press and hold the on/off button for at least 4 seconds.
2. Remove the battery, press its locking lever and read its green lights: the right-hand light flashing indicates less than 5% charge (see [battery lights](#)).
3. Reinsert the battery, top end first, until it clicks, or fit a charged one.
4. Connect the mobile computer to its charger: the charging light should come on solid red (pre-charge) and then orange.
5. If the display comes on but stays frozen, perform a hardware restart (see [frozen mobile computer](#)).

When to call a technician: if the mobile computer does not switch on with a charged battery whose lights are normal: the manual refers you to Datalogic support and authorised resellers.

Sources: Turn on the Device (p. 20) – Skorpion X5 User's Manual (Datalogic, 2021) · Suspend Mode (p. 23) – Skorpion X5 User's Manual (Datalogic, 2021) · Battery Pack LEDs (p. 34-36) – Skorpion X5 User's Manual (Datalogic, 2021) · Charge the Battery (p. 12) – Skorpion X5 User's Manual (Datalogic, 2021) · Skorpion X5 Quick Start Guide – Skorpion X5 Quick Start Guide (822003926, rev. G, June 2023) (official documentation).

Why does my Skorpion X5 no longer respond to the keys or the display?

Symptoms: frozen display, keys and touchscreen have no effect.

Short answer: First try a long press on the on/off button, then “Restart”. If the menu does not appear, perform a hardware restart (Hard Reset): press and hold the on/off button and the ESC key together for at least 5 seconds.

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LIKELY CAUSE

The Datalogic manual describes two restarts: the long-press menu (Power off, Restart, Screenshot) and the Hard Reset, which restarts the device and resets all its hardware components. The Hard Reset clears the app cache data.

Caution: According to the manual, a Hard Reset loses unsaved data, and doing it with a microSD card installed may damage the card or corrupt its data. The manual also requires the battery to be charged before a Hard Reset.

WHAT TO DO

1. Press and hold the on/off button and choose **Restart**.
2. If nothing appears, check that the battery is charged.
3. Press and hold the on/off button and the **ESC** key together for at least 5 seconds.
4. Wait for the restart to complete.

The Hard Reset is not a factory reset: to erase the settings, see [resetting](#).

Sources: Long Press Power Menu (p. 23) · Hard Reset (p. 33) – Skorpio X5 User's Manual (Datalogic, 2021) (official documentation).

Which version of Android can my Skorpio X5 receive, and how do I install it?

Status on the Datalogic portal: **Android 10 Expired** · **Android 11 Expired** · **Android 13 Active**.

Short answer: The Datalogic developer portal offers Android 10, 11 and 13 firmware for the Skorpio X5; only Android 13 has “Active” status, the latest version published being 4.09.001 of 7 July 2026. Downloading requires the serial number and an active Datalogic SHIELD contract; installation is done notably with the DXU tool.

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LIKELY CAUSE

The Skorpion X5 firmware page classifies Android 10 and Android 11 as expired and Android 13 as active. Each version is available as a full package (FULL) and an incremental package (INCR, from one specific version to the next), in GMS and non-GMS versions, with an Espresso Extension and release notes.

Caution: According to the Datalogic knowledge base: back up the device before the update, keep the battery charged or the mobile computer plugged in, and do not interrupt the operation, as this risks corrupting the firmware. Depending on the method used, the update may reset some settings.

WHAT TO DO

1. Note the build number of the mobile computer (**Settings > About phone**).
2. On a PC, log in to the Datalogic developer portal, **Products** menu, choose the Skorpion X5 and then the **Firmware** section.
3. Enter the serial number of the mobile computer: the download starts if an active SHIELD contract covers the device.
4. Choose the appropriate package (GMS or non-GMS; full, or incremental from your version) and read the release notes.
5. With DXU: connect the mobile computer to the PC via USB or Wi-Fi, open DXU, click the **DEVICE** icon, select the device, then **Firmware Utility** ; choose the ZIP file and click **Start Update** . The mobile computer restarts at the end.
6. If you use SureLock or SureFox, also install the Espresso Extension published with the version.

Sources: [Skorpion X5 - Android - Firmware - Products - Datalogic Developer Portal](#)  – Datalogic Developer Portal · [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).

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Why does my Skorpion X5 running Android 9 not upgrade directly to Android 11?

Symptoms: update to Android 11 impossible on a mobile computer still on firmware A9/1.03 or earlier.

Short answer: According to Datalogic, upgrading directly from A9/1.03 to Android 11 is not supported, because of a change in the Android file system. First go through the intermediate version A9/1.10, then install Android 11 (A11/3.14).

LIKELY CAUSE

The Datalogic knowledge base article concerns the Memor 10, Memor 20 and Skorpion X5 on firmware A9/1.03 or earlier. These versions also do not support the Device Owner mode of the Scan2Deploy agent, which arrived with S2D agent v1.14, included from A9/1.05 onwards.

Caution: The last method starts with a factory reset: all existing configuration is erased.

WHAT TO DO

1. Manual method: copy the A9/1.10 OTA ZIP file to the Downloads folder on the mobile computer and install it from **System Update** ; the configuration should be kept.
2. Then, in Scan2Deploy Studio (v1.8.3), create a firmware action profile and scan its QR code with the S2D agent: the mobile computer installs A11/3.14.
3. DXU method: connect the mobile computer via Wi-Fi or USB, send the A9/1.10 ZIP with **Firmware Utility** , confirm on the mobile computer, then repeat with the A11/3.14 ZIP. If it fails, finish with the Scan2Deploy method.
4. Last resort: reset the mobile computer, scan a Scan2Deploy QR code for updating to A9/1.10 on the “Hi There” screen, then install A11/3.14 and finally deploy your configuration profile.

Since then, the Skorpion X5 firmware page has classified Android 11 as expired and Android 13 as active (see [update](#)).

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Sources: [Updating Older M10, M20, and SX5 Devices from Early Firmware Versions](#)  – Datalogic knowledge base (Customer Self-Service Portal), article KA-01591 · [Skorpion X5 - Android - Firmware - Products - Datalogic Developer Portal](#)  – Datalogic Developer Portal (official documentation).

Why does my Skorpion X5 show only a few apps?

Symptoms: home screen limited to certain apps, settings inaccessible, browsing limited to certain sites.

Short answer: This behaviour matches the role of SureLock described in the manual: locking the device to the necessary apps and preventing changes. SureFox similarly restricts browsing to authorised sites. Only the administrator who configured them can change these lists.

LIKELY CAUSE

The Skorpion X5 manual presents SureLock and SureFox among the supplied apps. According to the Datalogic knowledge base, these tools from the publisher 42Gears are often preinstalled on Datalogic Android mobile computers; Datalogic Launcher and Datalogic Enterprise Browser are the Datalogic equivalents, downloadable from the developer portal.

WHAT TO DO

1. Contact your fleet administrator: exiting kiosk mode and the list of authorised apps are part of their configuration.
2. After a firmware update, install the Espresso Extension published with the same version: according to Datalogic, it may be required for SureLock and SureFox to work.
3. For the advanced functions of SureLock or SureFox, Datalogic refers you to the publisher 42Gears.

This guide does not give any password: refer to your administrator.

Sources: Datalogic Applications (p. 92) – Skorpion X5 User's Manual (Datalogic, 2021) · [ANDROID: Using SureLock, SureFox, and Alternatives on Skorpion X4/X5 Devices](#)  – Datalogic knowledge base (Customer Self-Service Portal), article KA-01556 · [Firmware Update Process for Android Mobile Computers](#)  –

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Datalogic knowledge base (Customer Self-Service Portal), article KA-01558 (official documentation).

Skorpion X5 keyboard, keys and touch display: common problems

Waking from sleep, colour keys and display sensitivity.

Why does my Skorpion X5 not wake from sleep when I press the SCAN button?

Symptoms: display off, the SCAN button does not wake the mobile computer.

Short answer: By default, only the left side trigger, the right side trigger and the trigger on the pistol-grip model wake the Skorpion X5. The SCAN button wakes it only if it is enabled as a wake-up source in **Datalogic Settings > Power Management**. A short press on the on/off button also leaves sleep mode.

LIKELY CAUSE

According to the Datalogic manual, sleep mode (Suspend) turns off the display and locks the device to save the battery. Wake-up sources are set in power management.

WHAT TO DO

1. Briefly press the on/off button.
2. Or press a side trigger, or the trigger on the pistol-grip model.
3. To add the SCAN button, open **Settings > Datalogic Settings > Power Management** and set the wake-up sources.
4. To delay sleep mode, set the display timeout (**Screen timeout**) and, on external power, the “Suspend on external power” option.

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Sources: Suspend Mode (p. 23) · Power Management (p. 55-56) · Keyboards (p. 27-29) – Skorpion X5 User's Manual (Datalogic, 2021) (official documentation).

Why do the keys on my Skorpion X5 not type the character printed above them?

Symptoms: unable to type a letter or symbol printed in colour above a key.

Short answer: The characters printed above the keys are obtained with the yellow and blue modifier keys. Press the key of the same colour as the character, then the desired key.

LIKELY CAUSE

According to the Datalogic manual, the yellow and blue keys work as a toggle or as a single press (one-shot) and give access to the characters printed above the standard keys. The Skorpion X5 is available with a 47-key alphanumeric keyboard, a 38-key function and numeric keyboard, or a 28-key numeric keyboard.

WHAT TO DO

1. Identify the colour (yellow or blue) of the character printed above the key.
2. Press the modifier key of the same colour, then the key.
3. If the modifier key stays active, press it again to deactivate it.
4. To change the function of a key, use **Key Settings > Key Remapping** (keycode, Unicode character or app launch), then **ADD A NEW MAPPING**.
5. To restore a key, display the list of remapped keys and swipe the entry to the right.

Sources: Keyboards (p. 27-31) · Key Settings (p. 57-59) – Skorpion X5 User's Manual (Datalogic, 2021) (official documentation).

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Why does the touch display on my Skorpio X5 respond poorly with gloves?

Symptoms: display not very responsive to a gloved finger or a stylus, areas that do not respond.

Short answer: Set the display sensitivity with “Touch Mode”: the manual provides a setting for a bare finger, a gloved finger and a stylus. If certain areas no longer respond at all, the Datalogic knowledge base describes a display test app.

LIKELY CAUSE

According to the Datalogic manual, the Touch Mode setting adapts the sensitivity of the touch display to input with a bare finger, a gloved finger or a stylus.

WHAT TO DO

1. Open the **Touch Mode** setting on the mobile computer.
2. Choose the matching mode: bare finger, gloved finger or stylus.
3. To locate a dead zone, the Datalogic article “Android Touch Screen Testing Application” describes the Touch Screen Test app: in tap or swipe mode, it shows the areas that do not respond.
4. Clean the display with a soft cloth lightly moistened with water or 70% isopropyl alcohol (see [cleaning](#)).

When to call a technician: if the test app reveals dead zones: Datalogic handles repairs within its Ease of Care programmes, using the WebRMA repair request tool.

Sources: Touch Mode (p. 71) – Skorpio X5 User's Manual (Datalogic, 2021) · [Android Touch Screen Testing Application](#)  – Datalogic knowledge base (Customer Self-Service Portal), article KA-01629 · [Ease of Care Guide](#)  – Datalogic knowledge base (Customer Self-Service Portal), article KA-01665 (official documentation).

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Skorpion X5 care: how do I clean it?

The products approved by Datalogic for cleaning the mobile computer.

What can I use to clean a Skorpion X5 mobile computer without damaging it?

Short answer: Datalogic recommends a soft cloth lightly moistened with water only or with 70% isopropyl alcohol. Any other product (other alcohol, abrasive or corrosive product, solvent) and abrasive pads must be avoided.

LIKELY CAUSE

The Maintenance chapter of the manual calls for periodic cleaning of the mobile computer and the side guides, and forbids sticking stickers on the Skorpion X5.

Caution: Do not use any other cleaning product (other alcohol, abrasive or corrosive product, solvent) or any abrasive pad (Datalogic manual).

WHAT TO DO

1. Lightly moisten a soft cloth with water or 70% isopropyl alcohol.
2. Wipe the mobile computer.
3. Clean the side guides periodically.
4. Do not stick any sticker on the mobile computer.

Source: Maintenance (p. 109-110) – Skorpion X5 User's Manual (Datalogic, 2021) (official documentation).

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When should you call a technician for a Datalogic Skorpion X5 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 charge fault:** The charging light remains flashing red even though the temperature, power supply and cradle comply with the manual.
- **Battery in permanent failure:** All three battery lights flash red: the battery must be replaced, and the mobile computer or charger must be checked if it still reports a fault with a new battery.
- **The scanner no longer scans:** None of the test codes in the manual is read even though framing and settings have been checked.
- **The mobile computer does not turn on:** The device stays off with a charged battery whose lights are normal.
- **Dead zones on the touch display:** The test app reveals areas that do not respond: repairs go through the Ease of Care programmes and the WebRMA tool.

Avoiding recurring faults on the Datalogic Skorpion X5 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.

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General check of the devices

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

Security patch updates

Installation of Android updates, where feasible.

Inventory of the fleet under contract

Type, configuration and IP address of each device.

Training and skills transfer

Transfer of technical skills on using the equipment.

Detailed report

Inventory, condition of the fleet and optimisation advice.

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 X5 mobile computer troubleshooting: frequently asked questions

How do I reset a Datalogic Skorpion X5?

Open Settings, System, Advanced, then Reset options. Erase all data (factory reset) erases all data and settings, Enterprise reset also erases data but keeps the Enterprise folder, and Reset Wi-Fi, Bluetooth resets only the network settings. On restart, the setup wizard appears. [See the detailed entry](#).

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How do I do a hard reset on a Skorpion X5?

Press and hold the on/off button and the ESC key together for at least 5 seconds. The mobile computer restarts and resets its hardware components; unsaved data and the app cache are lost. The manual warns that an installed microSD card may be damaged or its data corrupted. [See the detailed entry.](#)

What does the flashing red light on the Skorpion X5 mean?

On the charging light, flashing red indicates a charge fault. Check that the temperature is between 0 and 40 °C, that the power supply is Datalogic-approved and that the cradle contains no foreign object. If it is the three battery lights that are flashing red, the battery is in permanent failure and must be replaced. [See the detailed entry.](#)

How do I change the battery on a Skorpion X5 without switching it off?

The Skorpion X5 has a Battery Swap mode: when the battery is removed, it goes into low-power standby and keeps open apps running. Insert a charged battery within 30 seconds to keep the Wi-Fi and Bluetooth sessions. This mode is not available when the mobile computer is connected via USB or to an external power supply. [See the detailed entry.](#)

How can I tell whether a Skorpion X5 battery is worn out?

Remove the battery and press its lever: after the green charge lights, the blue lights show its state of health. The right-hand blue light flashing indicates health below 80%. The Battery Manager app also shows the health in its Lifetime section, and Datalogic recommends replacing the battery annually. [See the detailed entry.](#)

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Why does the Skorpion X5 not read codes displayed on a screen?

Enable Display Mode in the scanner options of the Datalogic settings. The Datalogic knowledge base gives this setting for reading codes displayed on a monitor with an Android mobile computer fitted with a 2D scanner. [See the detailed entry.](#)

What is the latest version of Android for the Skorpion X5?

The Datalogic developer portal publishes Android 10, 11 and 13 firmware for the Skorpion X5. Only Android 13 has active status; Android 10 and 11 are marked as expired. The most recent version listed is 4.09.001 of 7 July 2026. [See the detailed entry.](#)

How long does it take to charge a Skorpion X5?

According to the Datalogic manual, the BY-07 standard battery goes from 0 to 90% in less than 2 h 15 min in a cradle at 25 °C. The BY-08 extended battery takes less than 2 h 40 min in a wired cradle and less than 3 h 30 min in a wireless cradle. Charging is possible only between 0 and 40 °C. [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 user manual and the quick start guide, which datalogic.com does not offer as a free download, are cited by their titles.

- Skorpion X5 User's Manual – Skorpion X5 User's Manual (Datalogic, 2021) **official**
- Skorpion X5 Quick Start Guide – Skorpion X5 Quick Start Guide (822003926, rev. G, June 2023) **official**

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- [Skorpion X5: Handheld Computers - Datalogic](#)  – Skorpion X5 product page (datalogic.com) **official**
- [Skorpion X5 - Android - Firmware - Products - Datalogic Developer Portal](#)  – Datalogic Developer Portal **official**
- [SX5: Android 11 PEAP Wi-Fi Issues Due to Missing Domain Configuration](#)  – Datalogic knowledge base (Customer Self-Service Portal), article KA-01590 **official**
- [Updating Older M10, M20, and SX5 Devices from Early Firmware Versions](#)  – Datalogic knowledge base (Customer Self-Service Portal), article KA-01591 **official**
- [Skorpion X5: Duplicate or Double Scan Results in Velocity](#)  – Datalogic knowledge base (Customer Self-Service Portal), article KA-01797 **official**
- [Firmware Update Process for Android Mobile Computers](#)  – Datalogic knowledge base (Customer Self-Service Portal), article KA-01558 **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**
- [Android Devices with 2D Scanner Reading Barcodes from Monitors](#)  – Datalogic knowledge base (Customer Self-Service Portal), article KA-01715 **official**
- [Changing the Default USB Connection Setting on Android Devices](#)  – Datalogic knowledge base (Customer Self-Service Portal), article KA-01610 **official**
- [Android Touch Screen Testing Application](#)  – Datalogic knowledge base (Customer Self-Service Portal), article KA-01629 **official**
- [Ease of Care Guide](#)  – Datalogic knowledge base (Customer Self-Service Portal), article KA-01665 **official**
- [Setting an NTP Server on a Datalogic Android Device Using Scan2Deploy](#)  – Datalogic knowledge base (Customer Self-Service Portal), article KA-01790 **official**
- [ANDROID: Using SureLock, SureFox, and Alternatives on Skorpion X4/X5 Devices](#)  – Datalogic knowledge base (Customer Self-Service Portal), article KA-01556 **official**
- [Connecting to a Hidden Wi-Fi Network on Android 10](#)  – Datalogic knowledge base (Customer Self-Service Portal), article KA-01347 **official**

The “Skorpion X5 User Manual (ENG)” files and the release notes listed on the Datalogic developer portal, the documents in the datalogic.com download centre and the “Datalogic Shield Support Status” PDF were not consulted for this guide and are not cited. If the fault falls under these documents, refer to the manufacturer's documentation or ask the TIMCOD technicians.

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See also

- [Product page on timcod.fr \(in French\): Datalogic Skorpion X5](#)
- [All troubleshooting guides for Datalogic scanners and mobile computers \(PowerScan 9100, PowerScan 9500, PowerScan 9600, Matrix 120, Matrix 220, Matrix 320, Falcon X4, Falcon X60 / X65, Memor X3, Skorpion X3, Skorpion X4, Skorpion X40/X45\)](#)
- [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-x5>, updated on 21 October 2026.

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