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TROUBLESHOOTING GUIDE

Honeywell CK3R and CK3X troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Honeywell documentation, CK3R and CK3X Mobile Computer User Manual (revision 002, 2014), CK3R/CK3X Quick Start Guide (930-266-001), CK3R and CK3X data sheets (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the Honeywell CK3 - R and X product page →

In brief. The Honeywell CK3R and CK3X (formerly Intermec) are rugged mobile computers with a keypad running Windows Embedded Handheld 6.5: the CK3R with an EA31 imager and 2.4 GHz Wi-Fi, the CK3X with an EA30, EX25 or 5603ER imager, dual-band Wi-Fi and a non-incendive version. Honeywell no longer sells them and has announced the end of service and support on 31 December 2026. The user manual links most signals to three lights: scan, Ready-to-Work (blue) and battery. This guide covers these lights, charging, battery replacement, restarting, Intermec Settings, scanning, Wi-Fi and Bluetooth. Click a question to open the entry.

- **A light comes on or flashes:** find the signal in the [lookup table](#) and open the matching entry.
- **The mobile computer does not scan or connect:** see [the mobile computer does not scan](#), [Wi-Fi](#) and [the flashing blue light](#).

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- **The mobile computer is frozen:** start with [restarting \(Reboot\)](#), then [restoring the default settings](#).
- **The problem keeps coming back:** the [preventive maintenance](#) section explains how it reduces this type of fault.

What do the lights on my Honeywell CK3R or CK3X mean? Find the cause by signal

The CK3R and CK3X show their status through a Good Read light (shared with the blue Ready-to-Work light), a battery light, a notification light and the colour key lights. The table links each documented state to its cause and to the entry that resolves it.

Light or message	Light state (Honeywell manual)	Likely cause	Entry
Good Read light, high beep	● green	Good read	The mobile computer does not scan
Good Read light	● flashing red	Bad read: barcode not decoded	Red scan light
Good Read light	● flashing green	Data collection engine processing or starting up	Scan light
Ready-to-Work light	solid blue	ITE (terminal emulator) running and connected to the host	Blue light

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Light or message	Light state (Honeywell manual)	Likely cause	Entry
Ready-to-Work light	flashing blue	ITE running but not connected: mobile computer considered not operational	<u>Flashing blue light</u>
Ready-to-Work light	○ off	ITE not installed or stopped, mobile computer operational (default setting)	<u>Blue light</u>
Battery light, on charger	● solid red	Battery charging	<u>The mobile computer does not charge</u>
Battery light, on charger	● flashing green (or pulsing if set)	Battery charged between 60 and 95%	<u>Charging and lights</u>
Battery light, on charger	● solid green	Battery charged above 95%	<u>Charging and lights</u>
Battery light	● flashing red	Battery very low: sleep mode imminent	<u>Battery very low</u>
Battery light	● amber	Battery error: missing, faulty or outside charging temperature	<u>Amber battery light</u>
Battery light	○ off	No external power, battery normal	<u>The mobile computer does not charge</u>

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Light or message	Light state (Honeywell manual)	Likely cause	Entry
Colour key lights	● orange or green	Orange or green key plane active (key locked)	Colour key locked
Intermec Power Options screen	—	Power button menu (press for about 2 seconds): Hibernate, Suspend, Reboot, Screen Off, Shutdown	Restart the mobile computer

The light states come from the “About the Status LEDs” table in the CK3R and CK3X Mobile Computer User Manual. The orange notification light signals a Windows Mobile 6.5 notification. A dash indicates that the page consulted does not specify the light state.

Orange, red or blue light on the Honeywell CK3R or CK3X: causes and solutions

These entries cover the light states that the manual associates with a battery, scanning or connection fault.

Why does the battery light on my Honeywell CK3X mobile computer stay orange?

Light: battery amber.

Short answer: According to the Honeywell manual, an amber battery light signals a battery error: battery missing, faulty or outside the charging temperature range. Bring the mobile computer back to room temperature, reinstall the battery or try another one.

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LIKELY CAUSE

The light table in the CK3R/CK3X manual associates amber with three causes: battery missing, battery faulty or temperature outside the charging range. Charging resumes by itself when the temperature returns to within the range.

Caution: The manual warns that a mistreated battery can cause a fire or a chemical burn: do not disassemble it, do not heat it above 100 °C and do not incinerate it.

WHAT TO DO

1. Check the temperature: the data sheet and the battery section of the manual give charging between +5 °C and +35 °C, while the light table in the manual and the AB17/AB18 battery information sheet indicate 0 °C to +45 °C. Preferably recharge between +5 °C and +35 °C.
2. Let the mobile computer return to room temperature: charging resumes automatically.
3. Remove and reinstall the battery: insert the top first, then press firmly on the bottom until the latch clicks.
4. Try another charged battery of a model intended for the mobile computer (AB17, AB18 or 1001AB01).

When to call a technician: if the light stays amber with another battery at the right temperature: contact product support (in the United States and Canada, the manual gives 1-800-755-5505; elsewhere, contact your local representative).

Sources: CK3R and CK3X Mobile Computer User Manual (revision 002, October 2014), chapters 1 to 4 – CK3R and CK3X Mobile Computer User Manual (Intermec by Honeywell) · [CK3R Mobile Computer](#)  – CK3R Handheld Computer Data Sheet (Rev A, 10/16) · [Battery Pack Information \(AB17, AB18\)](#)  – AB17/AB18 Battery Information (943-175-009 Rev A) (official documentation).

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Why is the battery light on my Honeywell CK3R mobile computer flashing red?

Light: battery flashing red, mobile computer on battery power.

Short answer: According to Honeywell, the battery is very low and the mobile computer will have to go into sleep mode. Connect external power, or save your work, hibernate and replace the battery with a charged one.

LIKELY CAUSE

The light table in the manual associates flashing red with a very low battery. The title bar then shows the low battery icon (replace soon) or the very low battery icon (replace now).

WHAT TO DO

1. Save your data and close the applications.
2. Place the mobile computer in a powered cradle or charger, or connect the external power supply.
3. Otherwise, hibernate and change the battery: see [changing the battery](#).
4. Monitor the level with the battery icon in the title bar or in Intermec Dashboard.
5. Do not confuse this with solid red, which simply signals a battery charging on the charger.

Source: CK3R and CK3X Mobile Computer User Manual (revision 002, October 2014), chapters 1 to 4 – CK3R and CK3X Mobile Computer User Manual (Intermec by Honeywell) (official documentation).

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Why is the scan light on my Honeywell CK3X mobile computer flashing red?

Light: Good Read flashing red.

Short answer: According to the Honeywell manual, a flashing red Good Read light signals a bad read: the barcode was not decoded. Check that the symbology is enabled in Intermec Settings and that the beam covers the whole barcode.

LIKELY CAUSE

The light table distinguishes solid green (good read), flashing red (bad read) and flashing green (data collection engine processing or starting up).

WHAT TO DO

1. Scan again, covering the whole barcode with the beam.
2. Check in Intermec Settings that the barcode's symbology is enabled.
3. Adapt the imager mode to the environment (bright light, reflective surface): see [the mobile computer does not scan](#).
4. If the light is flashing green, wait for the data collection engine to finish starting up before scanning.

Source: CK3R and CK3X Mobile Computer User Manual (revision 002, October 2014), chapters 1 to 4 – CK3R and CK3X Mobile Computer User Manual (Intermec by Honeywell) (official documentation).

Why is the blue light on my Honeywell CK3X mobile computer flashing?

Light: Ready-to-Work flashing blue.

Short answer: According to the manual, a flashing blue Ready-to-Work light signals that the ITE terminal emulator is running but is not connected to the host: the mobile computer is then deemed “unhealthy”. Check the Wi-Fi connection and



the availability of the server.

LIKELY CAUSE

The Ready-to-Work light is solid blue when ITE (Intermec Terminal Emulator) is running and connected to the host, flashing blue when ITE is running without a connection, and off when ITE is not installed or not running, the mobile computer then being considered operational. Without ITE, this behaviour can be configured differently.

WHAT TO DO

1. Check that the Wi-Fi radio is turned on and connected: see [the mobile computer does not connect to Wi-Fi](#).
2. If the network uses WPA or 802.1x, re-authentication may be required when the mobile computer wakes up.
3. Check with your IT department that the host (emulation server) is reachable.
4. Once the ITE session has reconnected, the light returns to solid blue.

Source: CK3R and CK3X Mobile Computer User Manual (revision 002, October 2014), chapters 1 to 4 – CK3R and CK3X Mobile Computer User Manual (Intermec by Honeywell) (official documentation).

My Honeywell CK3X no longer scans barcodes: causes and solutions

Symbologies, imager mode and scanning technique according to the manual.

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Why does my Honeywell CK3X mobile computer not scan barcodes?

Symptoms: no high beep, Good Read light off or flashing red.

Short answer: Check in Intermec Settings that the barcode's symbology is enabled and that the imager mode is suitable (bright light, reflective surface). At less than 30 cm, aim slightly to the right of the centre of the barcode; beyond that, aim at the middle, covering the whole barcode.

LIKELY CAUSE

According to the manual, you should enable only the symbologies you need and choose a suitable imager mode: 1D Only, 1D and 2D Standard (default), 1D and 2D Bright Environment or 1D and 2D Reflective Surface. The CK3R uses the EA31 imager, the CK3X the EA30, EX25 or 5603ER.

Caution: According to the compliance insert, the CK3R and CK3X are Class 2 laser products (IEC 60825-1, 1 mW maximum, 630 to 680 nm). The device has no user adjustments, and procedures other than those specified may result in exposure to hazardous laser light.

WHAT TO DO

1. In Intermec Settings, enable the symbology of the barcode to be scanned, and only those you need.
2. Choose the imager mode: **1D and 2D Bright Environment** in bright light, **1D and 2D Reflective Surface** on a shiny surface.
3. Point the imager at the barcode and hold the mobile computer still, a few centimetres away.
4. Press the Scan button or the handle trigger: the illumination beam, the laser pointer or the aiming frame appears.
5. At 30 cm or less, aim slightly to the right of the centre of the barcode; at 30 cm or more, aim at the middle. The beam must cover the whole barcode.

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6. Release the button: a good read is signalled by a high beep and the Good Read light coming on briefly.

Sources: CK3R and CK3X Mobile Computer User Manual (revision 002, October 2014), chapters 1 to 4 – CK3R and CK3X Mobile Computer User Manual (Intermec by Honeywell) · [CK3R/CK3X Mobile Computer Compliance Insert](#)  – CK3R/CK3X Mobile Computer Compliance Insert (P/N 933-287-007 Rev B) (official documentation).

Wi-Fi, Bluetooth and PC: connecting the Honeywell CK3R and CK3X

Turning on the Wi-Fi radio, Bluetooth pairing and file transfer to a PC.

Why does my Honeywell CK3R mobile computer not connect to Wi-Fi?

Short answer: According to the Honeywell manual, the 802.11 Wi-Fi radio is disabled by default. Enable it in Intermec Settings > Communications > 802.11 Radio > Radio Enabled, then configure the network and security (Funk by default, or Microsoft).

LIKELY CAUSE

The manual states that the 802.11 radio is disabled by default, with Funk security and DHCP as the default settings. According to the data sheets, the CK3R only supports the 2.4 GHz band (802.11 b/g/n), whereas the CK3X is dual-band (802.11 a/b/g/n), provided that both bands are enabled.

WHAT TO DO

1. Open Start > Settings > System > Intermec Settings.
2. Go to Communications > 802.11 Radio, tick **Radio Enabled** and tap OK.
3. CK3X: in **Radio Bands**, choose a/b/g (2.4 and 5.0 GHz) to enable both bands.

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4. Configure the network settings, then the 802.11 security: with Funk, up to four profiles, named in **Profile Label** and selected in **Active Profile** .
5. To switch to Microsoft security: Communications > 802.11 Radio > **Security Choice** , choose **Microsoft Security** and tap **Yes** to save and restart.
6. After waking from sleep, WPA or 802.1x re-authentication may be required.

According to the data sheets, the Wi-Fi on the CK3R and CK3X supports WPA, WPA2, 802.1x and CCXv4.

Sources: CK3R and CK3X Mobile Computer User Manual (revision 002, October 2014), chapters 1 to 4 – CK3R and CK3X Mobile Computer User Manual (Intermec by Honeywell) · [CK3R Mobile Computer](#)  – CK3R Handheld Computer Data Sheet (Rev A, 10/16) · [CK3X Mobile Computer](#)  – CK3X Handheld Computer Data Sheet (Rev C, 11/16) (official documentation).

How can I pair a Bluetooth scanner with my Honeywell CK3X mobile computer?

Short answer: First turn on Bluetooth, which is disabled by default: Start > Settings > Bluetooth, Mode tab, “Turn on Bluetooth”. Then open Start > Settings > System > Wireless Scanning > “Add Device” and choose Quick Connect, Search or Manual.

LIKELY CAUSE

According to the manual, the Bluetooth radio is disabled by default; its state is kept after a warm or cold boot. After a Clean Boot, the pairings must be recreated.

WHAT TO DO

1. Start > Settings > Bluetooth, Mode tab: tap **Turn on Bluetooth** , make the mobile computer visible if required, then tap OK.
2. Scanner: Start > Settings > System > Wireless Scanning > **Add Device** , then Quick Connect, Search or Manual. The scanner settings are then changed in Intermec Settings.

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3. Printer: Start > Settings > System > Wireless Printing, then Search or Manual; print a test page with **Print Test Page**. The application must open the wireless printing COM port.
4. Headset: Start > Settings > System > Bluetooth Audio, then follow the on-screen instructions; Bluetooth audio takes priority over a wired headset.
5. After a Clean Boot, redo all the pairings.

According to the data sheets, the CK3R and CK3X have built-in Class II Bluetooth, version 2.1 + EDR.

Sources: CK3R and CK3X Mobile Computer User Manual (revision 002, October 2014), chapters 1 to 4 – CK3R and CK3X Mobile Computer User Manual (Intermec by Honeywell) · [CK3R Mobile Computer](#)  – CK3R Handheld Computer Data Sheet (Rev A, 10/16) · [CK3X Mobile Computer](#)  – CK3X Handheld Computer Data Sheet (Rev C, 11/16) (official documentation).

How can I transfer files between my Honeywell CK3R mobile computer and a PC?

Short answer: Connect the mobile computer to the PC with a compatible accessory (AD20 cradle, 236-297-001 USB cable...) and install Windows Mobile Device Center (Windows Vista or 7) or ActiveSync (Windows XP), both free from Microsoft. The manual also describes a mass storage mode.

LIKELY CAUSE

The CK3R/CK3X manual describes two methods: synchronisation using ActiveSync or Windows Mobile Device Center, and the mass storage mode of the Flash File Store, which requires a driver on the PC.

WHAT TO DO

1. Connect the mobile computer via the AD20 cradle, the USB cable (P/N 236-297-001), the CN51 USB desktop adapter or the AD27 cradle.
2. Install Windows Mobile Device Center (Windows Vista or 7) or ActiveSync (Windows XP or earlier) on the PC.

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3. Mass storage mode: install the Reliance Nitro Windows Driver (RNWD) specified in the manual on the PC.
4. On the mobile computer, open Start > Settings > System > Intermec Settings > Device Settings > USB, choose the mass storage option for the Flash File Store and tap OK.
5. Then copy the files between the PC and the mobile computer.

In Device Settings, the Security setting lets you enable or disable ActiveSync: check it if synchronisation does not start.

Source: CK3R and CK3X Mobile Computer User Manual (revision 002, October 2014), chapters 1 to 4 – CK3R and CK3X Mobile Computer User Manual (Intermec by Honeywell) (official documentation).

My Honeywell CK3X will not charge or runs down quickly: battery and power

Charging, charging time, battery replacement and battery life, based on the Honeywell manual, compliance insert and battery information sheet.

Why will my Honeywell CK3X mobile computer not charge?

Light: battery off or amber, mobile computer in the cradle.

Short answer: In the cradle, the battery light should be solid red (charging), then flashing green (60 to 95%) and solid green (over 95%). If it stays off, the mobile computer is not receiving power; if it is amber, the battery is in error or outside the temperature range.

LIKELY CAUSE

According to the manual, a battery light that is off means that the mobile computer is not on external power. The compliance insert requires charging only with the intended chargers, cradles and adapters, and with a UL-listed 5 V DC, 2 A power supply approved

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by Intermec.

Caution: The CK3R/CK3X compliance insert warns that “using the wrong charger could constitute a risk of fire or explosion”.

WHAT TO DO

1. Check that the cradle (AD20, AD21, AD22, AV10) or the charger is powered and that the mobile computer is properly seated.
2. Watch the battery light: solid red = charging; flashing green = 60 to 95%; solid green = over 95%.
3. If the light is amber, see [amber battery light](#).
4. To charge a battery on its own, use the AC20 quad charger, the AD20 cradle or the FlexDock 1002UC02 cup on a DX2 or DX4 base.
5. Use only a UL-listed 5 V DC, 2 A power supply approved by Intermec.

Pulsing green (60 to 95%) only appears if this mode has been selected in Intermec Settings.

Sources: CK3R and CK3X Mobile Computer User Manual (revision 002, October 2014), chapters 1 to 4 – CK3R and CK3X Mobile Computer User Manual (Intermec by Honeywell) · [CK3R/CK3X Mobile Computer Compliance Insert](#)  – CK3R/CK3X Mobile Computer Compliance Insert (P/N 933-287-007 Rev B) (official documentation).

How long does the battery in my Honeywell CK3X take to charge?

Short answer: According to the manual, a completely flat battery charges in about 4 hours for the AB17 (2000 mAh) and in 6 to 7 hours for the AB18 (5100 mAh) or the 1001AB01. The exact time depends on the charging accessory.

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LIKELY CAUSE

The CK3R/CK3X manual gives maximum times per accessory and per battery. The CK3R ships with the AB17, the CK3X with the AB18; the 1001AB01 (5200 mAh) adds battery health monitoring.

WHAT TO DO

1. AC20 quad charger: up to 4 h (AB17) and 6 h (AB18).
2. AD20 single cradle: up to 4 h (AB17), 6 or 7 h (AB18) and 6 h (1001AB01, battery installed in the mobile computer).
3. AD21 and AD22 multidocks, AV10 vehicle cradle, FlexDock 1002UC02 cup on DX2 or DX4: up to 4 h (AB17), 7 h (AB18) and 6 h (1001AB01).
4. Universal wall charger: up to 4 h (AB17) and 6 h (AB18 and 1001AB01).
5. Charge the battery before first use: the mobile computer ships with a partially charged battery.

The AB17/AB18 battery information sheet states that recharging after a partial discharge does not reduce the original capacity, and recommends charging between 20 °C and 25 °C for maximum service life.

Sources: CK3R and CK3X Mobile Computer User Manual (revision 002, October 2014), chapters 1 to 4 – CK3R and CK3X Mobile Computer User Manual (Intermec by Honeywell) · [Battery Pack Information \(AB17, AB18\)](#)  – AB17/AB18 Battery Information (943-175-009 Rev A) · [CK3R/CK3X Mobile Computer Quick Start Guide](#)  – CK3R/CK3X Mobile Computer Quick Start Guide (P/N 930-266-001) (official documentation).

How can I change the battery in my Honeywell CK3R mobile computer without losing my session?

Message: **Hibernate** on the Intermec Power Options screen.

Short answer: Hold down the Power button for about 2 seconds, choose “Hibernate” on the Intermec Power Options screen, then replace the battery. According to Honeywell, hibernation turns off the radios and saves the system

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state.

LIKELY CAUSE

The manual recommends hibernating before any battery change. The Hibernate option is not offered when external power is connected. The real-time clock keeps running as long as its own backup battery powers it.

Caution: According to the manual and the compliance insert, a mistreated battery can catch fire, cause chemical burns, explode or release toxic substances. Do not disassemble it, do not heat it above 100 °C, do not dispose of it in a fire, do not short-circuit it and keep it out of the reach of children. Use only the intended batteries (AB17, AB18, 1001AB01 or 1001AB02) and take used batteries to a qualified recycler.

WHAT TO DO

1. Save your files and close any open applications.
2. Hold down the Power button for about 2 seconds to open the Intermec Power Options screen.
3. Select **Hibernate**.
4. Detach the hand strap if necessary, push the latch towards the battery and remove the battery.
5. Insert the top of the charged battery, then press firmly on the bottom until the latch clicks.
6. Press Power to wake the mobile computer.

Sources: CK3R and CK3X Mobile Computer User Manual (revision 002, October 2014), chapters 1 to 4 – CK3R and CK3X Mobile Computer User Manual (Intermec by Honeywell) · [CK3R/CK3X Mobile Computer Compliance Insert](#)  – CK3R/CK3X Mobile Computer Compliance Insert (P/N 933-287-007 Rev B) (official documentation).

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Why does the battery in my Honeywell CK3X mobile computer run down so quickly?

Short answer: Check the battery first: the CK3R ships with a 2000 mAh AB17, the CK3X with a 5100 mAh AB18. Honeywell advises putting the mobile computer into sleep mode after 5 minutes of inactivity and adjusting the display and keypad backlight.

LIKELY CAUSE

The CK3R/CK3X manual lists the settings that affect battery life: sleep mode, display backlight and keypad backlight (which can be turned off). The CK3X automatically goes into sleep mode when it is placed face down on a table.

WHAT TO DO

1. Put the mobile computer into sleep mode (Suspend) as soon as it has been inactive for 5 minutes or more.
2. Adjust the brightness in Intermec Settings > Device Settings > Backlight > Display (level +1 by default).
3. Turn off the keypad backlight if you do not need it.
4. For short-term storage, leave a charged battery in the mobile computer or connect the power supply; for long-term storage, remove the battery, charge it and store it separately in a cool place.
5. Store spare batteries in a charger and recharge them every few months.
6. To monitor wear, the 1001AB01 battery adds battery health monitoring.

The AB17/AB18 battery information sheet recommends storage at 23 °C with a 50% charge, without exceeding 60 °C.

Sources: CK3R and CK3X Mobile Computer User Manual (revision 002, October 2014), chapters 1 to 4 – CK3R and CK3X Mobile Computer User Manual (Intermec by Honeywell) · [Battery Pack Information \(AB17, AB18\)](#)  – AB17/AB18 Battery Information (943-175-009 Rev A) · [CK3R Mobile Computer](#)  – CK3R

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Handheld Computer Data Sheet (Rev A, 10/16) · [CK3X Mobile Computer](#) – CK3X Handheld Computer Data Sheet (Rev C, 11/16) (official documentation).

How do I reset a Honeywell CK3R or CK3X? Intermec Settings default settings

Restoring the default settings in Intermec Settings.

How can I restore my Honeywell CK3R mobile computer to its default settings?

Message: **Restore all Defaults** in Intermec Settings.

Short answer: Open Intermec Settings, tap Menu > “Restore all Defaults”, then “Yes”. To reset only one menu, open it and choose Menu > “Restore Menu Defaults”.

LIKELY CAUSE

According to the manual, Intermec Settings centralises the configuration of the mobile computer (scanning, communications, device). The restore only affects the visible menu items: hidden items are not reset.

Caution: If an Intermec Settings password has been enabled, it is required to access the settings: contact the fleet administrator. This guide does not give any password.

WHAT TO DO

1. Open Start > Settings > System > Intermec Settings.
2. To reset everything, tap Menu > **Restore all Defaults**.
3. For a single menu, open that menu then tap Menu > **Restore Menu Defaults**.
4. Confirm with **Yes**; if the mobile computer offers to refresh, answer **Yes**.

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5. Then check the Wi-Fi radio: by default, the 802.11 radio is disabled in Intermec Settings (see [Wi-Fi](#)).

Source: CK3R and CK3X Mobile Computer User Manual (revision 002, October 2014), chapters 1 to 4 – CK3R and CK3X Mobile Computer User Manual (Intermec by Honeywell) (official documentation).

How do I restart a frozen Honeywell CK3R or CK3X? Reboot and cold boot

The Intermec Power Options menu options and the cold boot described in the manual.

How can I restart my frozen Honeywell CK3X mobile computer?

Message: **Reboot** or **Shutdown** on the Intermec Power Options screen.

Short answer: Hold down the Power button for about 2 seconds and choose “Reboot” on the Intermec Power Options screen. According to Honeywell, this restart stops the processes without saving the system state.

LIKELY CAUSE

The Intermec Power Options screen offers Hibernate, Suspend, Reboot, Screen Off, Shutdown and Cancel; if you make no choice, the highlighted action runs at the end of a timeout. The manual also describes a cold boot triggered by the Reset button in the battery compartment.

WHAT TO DO

1. Save your data if possible.
2. Hold down the Power button for about 2 seconds to display Intermec Power Options.
3. Select **Reboot** : the mobile computer restarts without saving the system state.

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4. To switch off completely, choose **Shutdown** ; then press Power or connect external power to switch it back on.
5. Cold boot, as the manual describes it in the microSD card installation procedure: remove the hand strap and the battery, press the Reset button in the battery compartment with the stylus, refit the battery and the hand strap, then press Power.

The real-time clock is maintained through all the power options as long as its backup battery powers it. The Bluetooth radio state is kept after a warm or cold boot; after a Clean Boot, the Bluetooth pairings have to be redone.

Source: CK3R and CK3X Mobile Computer User Manual (revision 002, October 2014), chapters 1 to 4 – CK3R and CK3X Mobile Computer User Manual (Intermec by Honeywell) (official documentation).

Display and keypad on the Honeywell CK3R and CK3X: calibration, colour keys and sleep

Touch screen calibration, locked colour keys and turning the screen off.

Why does the touch screen on my Honeywell CK3R mobile computer respond in the wrong place?

Short answer: The screen needs to be recalibrated. According to the manual, open Start > Settings > Systems > Screen, tap “Align Screen”, follow the on-screen instructions, then tap OK.

LIKELY CAUSE

The manual provides for this alignment when the touch screen does not respond correctly to stylus taps.

WHAT TO DO

1. Tap Start > Settings > Systems > Screen.

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2. Tap **Align Screen** and follow the on-screen instructions with the stylus.
3. Tap OK.
4. If the screen no longer responds at all, restart the mobile computer: see [restarting the mobile computer](#).

Source: CK3R and CK3X Mobile Computer User Manual (revision 002, October 2014), chapters 1 to 4 – CK3R and CK3X Mobile Computer User Manual (Intermec by Honeywell) (official documentation).

Why does the orange or green keypad light on my Honeywell CK3X mobile computer stay on?

Light: orange or green key lit.

Short answer: A colour key is locked: the light stays on as long as the orange or green plane is active. Press the same colour key again to unlock it; the light goes off.

LIKELY CAUSE

According to the manual, the orange and green keys give access to the characters and functions printed in colour on the keypad. By default, a single press locks the colour key.

WHAT TO DO

1. Press the lit colour key once to unlock it.
2. For a single colour function: press the colour key, then the function key.
3. To require two presses before locking, open Intermec Settings > Device Settings > Keypad.
4. Single capital letter: orange key, then the Shift function key, then the letter. Caps lock: orange key, then the Caps Lock key; press again to turn it off.

The exact key labels differ between the alphanumeric keypad and the numeric keypad. The CK3R keypad has no PTT key.

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Source: CK3R and CK3X Mobile Computer User Manual (revision 002, October 2014), chapters 1 to 4 – CK3R and CK3X Mobile Computer User Manual (Intermec by Honeywell) (official documentation).

Why does the screen on my Honeywell CK3X mobile computer turn off by itself?

Short answer: By default, the screen turns off after a period of inactivity; press a key or tap the screen to turn it back on. The sleep timeout is set in Start > Settings > Power > Advanced, the screen timeout in Intermec Settings.

LIKELY CAUSE

According to the manual, an ambient light sensor adjusts the brightness and the screen turns off after a period of inactivity. The CK3X also goes into sleep mode when it is placed face down.

WHAT TO DO

1. Press a key or tap the screen to turn it back on; after sleep (Suspend), press Power or the scan trigger.
2. Sleep timeout: Start > Settings > Power > Advanced.
3. Screen off timeout: Intermec Settings > Device Settings > Power Management > Battery Power > **Screen turns off after** .
4. Brightness: Intermec Settings > Device Settings > Backlight > Display.
5. If **Screen Off** was chosen in the Power menu, tap the screen to turn it back on.
6. Do not place the CK3X face down during a task: it goes into sleep mode automatically.

Source: CK3R and CK3X Mobile Computer User Manual (revision 002, October 2014), chapters 1 to 4 – CK3R and CK3X Mobile Computer User Manual (Intermec by Honeywell) (official documentation).

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microSD card, hazardous locations and end of support for the CK3R and CK3X

Other frequently asked questions, based on the manual, the quick start guide and the Honeywell product pages.

How can I install a microSD card in my Honeywell CK3X mobile computer?

Short answer: The microSD slot is in the battery compartment and accepts cards of up to 32 GB. Switch off the mobile computer, remove the hand strap and the battery, insert the card, then press the Reset button before refitting the battery: the mobile computer performs a cold boot.

LIKELY CAUSE

According to the manual, installation is done with the mobile computer switched off and the battery removed, and ends with a cold boot.

WHAT TO DO

1. Press Power to switch off the mobile computer, then remove the hand strap and the battery.
2. Open the slot door, slide the card cover to OPEN and lift it.
3. Insert the card, close the cover and slide it to LOCK.
4. Close the slot door.
5. Press the Reset button in the battery compartment with the stylus.
6. Refit the battery and the hand strap, then press Power: the mobile computer performs a cold boot.

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Sources: CK3R and CK3X Mobile Computer User Manual (revision 002, October 2014), chapters 1 to 4 – CK3R and CK3X Mobile Computer User Manual (Intermec by Honeywell) · [CK3R Mobile Computer](#)  – CK3R Handheld Computer Data Sheet (Rev A, 10/16) (official documentation).

Can my non-incendive Honeywell CK3X mobile computer be used in a hazardous location?

Short answer: The non-incendive version of the CK3X (model 1007CP02-NI, known as the CK3XNI) is intended for Division 2 locations according to its data sheet. The quick start guide requires the connector cover (I/O cover) to be in place when it is used in a hazardous environment.

LIKELY CAUSE

The CK3X data sheet presents the 1007CP02-NI model as suitable for Division 2 locations. The CK3R/CK3X quick start guide adds a warning about the connector cover.

Caution: The quick start guide states that the I/O cover must be fitted when the CK3XNI is used in a hazardous environment.

WHAT TO DO

1. Check the regulatory model number of the mobile computer: the non-incendive version has the model number 1007CP02-NI.
2. Before any use in a hazardous environment, make sure that the connector cover (I/O cover) is fitted.
3. Consult the compliance insert for the product's restrictions of use, as the quick start guide asks.

Sources: [CK3R/CK3X Mobile Computer Quick Start Guide](#)  – CK3R/CK3X Mobile Computer Quick Start Guide (P/N 930-266-001) · [CK3X Mobile Computer](#)  – CK3X Handheld Computer Data Sheet (Rev C, 11/16) (official documentation).

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Are the Honeywell CK3R and CK3X still supported by Honeywell?

Short answer: The CK3R and CK3X have not been sold since 31 January 2021. The Honeywell product pages announce the end of service and support on 31 December 2026 and name the EDA61K as the replacement.

LIKELY CAUSE

The Honeywell product pages for the CK3R and CK3X carry the statement “This product is discontinued”, with the discontinuation date and the end of service and support date.

WHAT TO DO

1. Plan repairs and servicing before 31 December 2026.
2. Prepare the migration: Honeywell names the EDA61K as the replacement product; according to the EDA61K user guide, it also accepts the CK3 AB17, AB18 and 1001AB01 batteries.
3. Keep the documents that are still public on the product pages: quick start guide, data sheets and battery information sheets.

When to call a technician: for any repair: Honeywell has set 31 December 2026 as the end of service and support for the CK3R and CK3X.

Sources: [CK3R Handheld Computer](#)  – Honeywell CK3R product page (documents, system, end of life) · [CK3X Handheld Computer](#)  – Honeywell CK3X product page (documents, system, end of life) · User Guide — ScanPal EDA61K Series Mobile Computer powered by Android (2020), chapter 1 – ScanPal EDA61K User Guide (Honeywell) (official documentation).

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When should you call a technician for a Honeywell CK3R or CK3X mobile computer?

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

- **Persistent amber battery light:** If the light stays amber with another battery at the right temperature: contact product support (in the United States and Canada, the manual gives 1-800-755-5505; elsewhere, contact your local representative).
- **Repair before the end of support:** For any repair: Honeywell has set 31 December 2026 as the end of service and support for the CK3R and CK3X.

Avoiding recurring faults on the Honeywell CK3R and CK3X 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

Training and skills transfer

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Type, configuration and IP address of each device.

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).

Honeywell CK3R or CK3X mobile computer troubleshooting: frequently asked questions

How do I reset a Honeywell CK3X?

For a simple restart, hold down Power for about 2 seconds and choose Reboot on the Intermec Power Options screen. To return to the default settings, open Intermec Settings, tap Menu then Restore all Defaults and confirm with Yes. Only the visible menu items are reset. [See the detailed entry.](#)

What does the orange battery light on a CK3R mean?

According to the Honeywell manual, an amber battery light signals a battery error: battery missing, faulty or outside the charging temperature range. Charging resumes by itself when the temperature returns to within the range. [See the detailed entry.](#)

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Why is the blue light on the CK3X flashing?

A flashing blue Ready-to-Work light signals that the ITE terminal emulator is running but is not connected to the host. Check the Wi-Fi connection and the availability of the server; the light returns to solid blue once the session has reconnected. [See the detailed entry.](#)

How do I turn on Wi-Fi on a CK3R?

The 802.11 radio is disabled by default. Open Start, Settings, System, Intermec Settings, then Communications, 802.11 Radio and tick Radio Enabled. Then configure the network and security (Funk by default, or Microsoft). [See the detailed entry.](#)

How long does it take to charge a CK3X battery?

According to the manual, a completely flat battery charges in about 4 hours for the AB17 (2000 mAh) and in 6 to 7 hours for the AB18 (5100 mAh) or the 1001AB01. The exact time depends on the charging accessory. [See the detailed entry.](#)

What is the difference between the CK3R and the CK3X?

Both run Windows Embedded Handheld 6.5. According to the data sheets, the CK3R has the EA31 imager, 802.11 b/g/n Wi-Fi and a 2000 mAh battery. The CK3X has the EA30 or EX25 imager (the manual also mentions the 5603ER), dual-band 802.11 a/b/g/n Wi-Fi, a 5100 mAh battery and a non-incendive version.

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Are the CK3R and CK3X still supported?

The CK3R and CK3X have not been sold since 31 January 2021. The Honeywell product pages announce the end of service and support on 31 December 2026 and name the EDA61K as the replacement. [See the detailed entry.](#)

Sources consulted

All the causes, procedures and signals in this guide come from the documents below in the official Honeywell (and Intermec by Honeywell) documentation, consulted on 20 October 2026.

- CK3R and CK3X Mobile Computer User Manual (revision 002, October 2014), chapters 1 to 4 – CK3R and CK3X Mobile Computer User Manual (Intermec by Honeywell) **official**
- [CK3R/CK3X Mobile Computer Quick Start Guide](#)  – CK3R/CK3X Mobile Computer Quick Start Guide (P/N 930-266-001) **official**
- [CK3R Mobile Computer](#)  – CK3R Handheld Computer Data Sheet (Rev A, 10/16) **official**
- [CK3X Mobile Computer](#)  – CK3X Handheld Computer Data Sheet (Rev C, 11/16) **official**
- [CK3R/CK3X Mobile Computer Compliance Insert](#)  – CK3R/CK3X Mobile Computer Compliance Insert (P/N 933-287-007 Rev B) **official**
- [Battery Pack Information \(AB17, AB18\)](#)  – AB17/AB18 Battery Information (943-175-009 Rev A) **official**
- [CK3R Handheld Computer](#)  – Honeywell CK3R product page (documents, system, end of life) **official**
- [CK3X Handheld Computer](#)  – Honeywell CK3X product page (documents, system, end of life) **official**
- User Guide — ScanPal EDA61K Series Mobile Computer powered by Android (2020), chapter 1 – ScanPal EDA61K User Guide (Honeywell) **official**

Chapter 5 “Troubleshoot and Maintain the Computer” and the “How to Update the System Software” section of the “CK3R and CK3X Mobile Computer User Manual (935-075-003)”, the instructions for the AC20 charger (943-173), the AD20 cradle (943-171), the PSA10F charger, the AA23 adapter and the CK65/CK3 handle, the CloneNGo guide and the Intermec Features Demo and Intermec RFID Demo guides on

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the Honeywell website, as well as the support.honeywellaidc.com / honeywellaidc.force.com knowledge base, 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): [Honeywell CK3 - R and X](#)
- [All troubleshooting guides for Honeywell scanners and mobile computers](#) ([Granit 1920i](#), [Granit 1980i](#) / [1981i](#), [Granit Ultra 2100i](#) / [2105i](#), [Granit XP 1990i](#) / [1991i](#), [HF800](#), [CK62](#), [CK65](#), [CK67](#), [CK75](#), [ScanPal EDA61K](#))
- [Maintenance and repair of Honeywell 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/honeywell/ck3r-ck3x>, updated on 21 October 2026.

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