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Home › Repair › Barcode scanner troubleshooting › Honeywell › CK62

TROUBLESHOOTING GUIDE

Honeywell CK62 troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Honeywell documentation, CK62 Series Mobile Computer powered by Android Quick Start Guide (CK62-A-EN-QS-01 Rev B) and CK62/EDA61K Series Accessories User Guide (CK62-ACC-EN-UG-01 Rev C) (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the Honeywell CK62 product page →

In brief. The Honeywell CK62 is a recent-generation rugged Android mobile computer with a physical keypad: upgradeable Android 14, tri-band Wi-Fi up to 6 GHz and, on the CK62X10, a 5G mobile network. It shares its CK67-BTSC-001 battery and several accessories with the EDA61K and the CK67. Its public documentation mainly details charging: orange, green or red cradle light, battery required for charging, different cups with or without a protective case. This guide also covers hot swapping the battery, forced restart, Provisioning mode, scanning and USB transfer. Click a question to open the entry.

- **The cradle light is red or orange:** find the signal in the [lookup table](#) and open the matching entry.

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- **The mobile computer does not charge or does not start:** see [the CK62 does not charge](#), [the mobile computer with a protective case](#) and [the CK62 does not start](#).
- **The mobile computer no longer scans:** see [the scanner does not scan](#) and [the pistol grip handle](#).
- **The problem keeps coming back:** the [preventive maintenance](#) section explains how it reduces this type of fault.

What do the cradle lights on my Honeywell CK62 mean? Find the cause by signal

For the CK62, Honeywell's public documentation mainly details the battery lights on the charging cradles. The table links each signal to its cause and to the entry that resolves it, along with two common mobile computer screens.

Signal or message	Cradle light (Honeywell guide)	Likely cause	Entry
Universal Home Base	● solid orange	Battery charging, cradle powered	Cradle lights
Universal Home Base	● solid green	Battery charged, cradle powered	Cradle lights
Universal Home Base	● solid red	Charging fault, for example overheating	Red cradle light
Universal 5-Bay Charging Base	● solid amber	Battery charging	Cradle lights
Universal 5-Bay Charging Base	● solid green	Battery charged	Cradle lights

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Signal or message	Cradle light (Honeywell guide)	Likely cause	Entry
Universal 5-Bay Charging Base	● flashing red	Charging fault, for example overheating	Red cradle light
EDA61K Home Base	● orange	Spare battery charging	Cradle lights
EDA61K Home Base	● green	Spare battery charged	Cradle lights
Welcome screen at start-up	—	First start-up: configuration by barcode or wizard	Configura tion
Android System notification (USB cable connected)	—	USB mode to choose: File Transfer or PTP	USB transfer

The lights come from the CK62/EDA61K Series Accessories guide (CK62-ACC-EN-UG-01 Rev C). The quick start guide names the mobile computer's lights (Battery Status/Notification LED and Scan Status LED) without detailing their colours; the user guide, which might describe them, requires a Honeywell account. A dash indicates that the page consulted does not specify a light.

Red light on the Honeywell CK62 cradle: causes and solutions

The only publicly documented error signal for the CK62: the cradle charging fault.

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Why is the cradle light on my Honeywell CK62 red?

Cradle battery light: solid red (Universal Home Base) or flashing red (Universal 5-Bay Charging Base).

Short answer: The CK62 accessories guide associates this red light with a charging fault, for example an excessive temperature. Bring the cradle back within its operating range, check its Honeywell power supply, then put the mobile computer or the battery back in.

LIKELY CAUSE

For the Universal Home Base, solid red signals a charging fault such as overheating; for the 5-bay base, it is flashing red that carries the same message. Each cradle has its own operating temperature range and its own power supply.

Caution: Use only a UL-listed power supply qualified by Honeywell; the CK62 accessories guide warns that an accessory or adapter from another brand can cause damage not covered by the warranty, as can wet components.

WHAT TO DO

1. Check the room temperature: -10 °C to 50 °C for the Universal Home Base, the quad base and the EDA61K cradles, only 0 °C to 45 °C for the 5-bay base.
2. Check the power supply: 12 V / 3 A for the Home Base, 12 V / 7 A for the quad base, 12 V / 8.3 A for the 5-bay base.
3. On the 5-bay base, check that the battery charger is properly engaged: tilted slightly to the left, then pressed until it clicks.
4. Dry the mobile computer, the battery and the cradle before restarting charging.
5. Put the mobile computer back, with the battery installed, or the battery on its own in its slot, and see whether the light turns orange.

When to call a technician: if the light stays red even though the temperature and power supply are correct: the quick start guide refers you to the Honeywell technical support portal

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to report the problem.

Sources: [CK62/EDA61K Series Accessories - Universal and Standard](#) [🔗](#) – User Guide: CK62/EDA61K Series Mobile Computer Accessories (CK62-ACC-EN-UG-01 Rev C) · [CK62 Series Mobile Computer powered by Android™ Quick Start Guide](#) [🔗](#) – Quick Start Guide CK62 (CK62-A-EN-QS-01 Rev B) (official documentation).

My Honeywell CK62 does not scan barcodes: causes and solutions

Symbologies, aiming, scan engine range and the CK62-SH pistol grip handle.

Why does the scanner on my Honeywell CK62 not scan a barcode?

Symptoms: no result in Scan Demo, or barcode ignored by the application.

Short answer: Not all symbologies are enabled by default on the CK62: if a barcode does not scan, its symbology may be disabled. Test in Scan Demo, centring the aiming beam on the barcode, at a slight angle to avoid reflections.

LIKELY CAUSE

The quick start guide gives two causes: a symbology that is not enabled and reflections. The range depends on the scan engine: long-range FlexRange XLR imager, or standard-range S0703 slim imager.

Caution: The quick start guide indicates the location of a laser safety label on the CK62: follow the instructions on it.

WHAT TO DO

1. Open Demos > Scan Demo.

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2. Aim at the barcode and centre the aiming beam on it, tilting the mobile computer slightly.
3. Tap Scan on the screen, or hold down one of the left, right or front scan buttons.
4. If Scan Demo scans the barcode but your application does not, check the application's scan settings.
5. If no barcode of a given type scans, enable the corresponding symbology: for this, the quick start guide refers you to the CK62 user guide.
6. Take the scan engine into account: the data sheet states 8 cm to 24 m for the FlexRange XLR, and the product page 0 to 1 m for the S0703 standard imager.

Sources: [CK62 Series Mobile Computer powered by Android™ Quick Start Guide](#)  – Quick Start Guide CK62 (CK62-A-EN-QS-01 Rev B) · [CK62 Rugged Mobile Computer with 5G and Wi-Fi 6E Connectivity](#)  – CK62 Mobile Computer Datasheet (Rev B) · [CK62 Rugged Mobile Computer | Honeywell](#)  – CK62 Rugged Mobile Computer product page (official documentation).

Why does the handle trigger on my Honeywell CK62 not start scanning?

Symptoms: CK62-SH pistol grip handle fitted, trigger has no effect.

Short answer: Check that the CK62-SH handle is fitted as Honeywell specifies: hand strap removed, fixing screw inserted at the back of the mobile computer and tightened with a flat-head screwdriver. Scanning is then triggered by the trigger.

LIKELY CAUSE

The accessories guide describes the CK62-SH (or EDA61K-SH) handle as a user-installable accessory that replaces the hand strap; it remains compatible with the CK62 universal cradles and the EDA61K chargers.

WHAT TO DO

1. Remove the hand strap from the mobile computer.
2. Insert the handle fixing screw at the back of the mobile computer and tighten it with a flat-head screwdriver.

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3. Press the trigger to scan.
4. If scanning still does not start, test with the Scan button in Scan Demo: see [the scanner does not scan](#).
5. With the handle, use the intended hand strap (EDA61K-SHS-3PK).

Sources: [CK62/EDA61K Series Accessories - Universal and Standard](#) [↗](#) – User Guide: CK62/EDA61K Series Mobile Computer Accessories (CK62-ACC-EN-UG-01 Rev C) · [CK62 Mobile Computer Accessories Guide](#) [↗](#) – CK62 Mobile Computer Accessories Guide (Rev A) (official documentation).

USB, mobile network and Wi-Fi on the Honeywell CK62: connection

File transfer, SIM cards and supported Wi-Fi bands.

Why does my Honeywell CK62 not appear on my computer when it is in its cradle?

Message: **Android System** notification once the USB cable is connected.

Short answer: The universal cups on the CK62 cradles are for charging only, without data transfer. Connect the mobile computer to the computer with a USB charging and communication accessory, then choose File Transfer or PTP from the “Android System” notification.

LIKELY CAUSE

The accessories guide specifies that the CK62-UCP-N and CK62-UCP-B cups do not transmit data; the Universal Home Base, on the other hand, has a Type B USB client connector. The quick start guide describes how to choose the USB mode.

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WHAT TO DO

1. Connect the CK62 with the USB Type A to Type C cable, or via the USB client port (Type B) on the Universal Home Base.
2. Open the notification panel by swiping down from the top of the screen.
3. Select the Android System notification twice, then choose File Transfer or PTP.
4. Browse the CK62 from the computer's file explorer to copy, move or delete files.
5. Some folders remain hidden as long as Provisioning mode is disabled.

Sources: [CK62/EDA61K Series Accessories - Universal and Standard](#)  – User Guide: CK62/EDA61K Series Mobile Computer Accessories (CK62-ACC-EN-UG-01 Rev C) · [CK62 Series Mobile Computer powered by Android™ Quick Start Guide](#)  – Quick Start Guide CK62 (CK62-A-EN-QS-01 Rev B) · [CK62 Mobile Computer Accessories Guide](#)  – CK62 Mobile Computer Accessories Guide (Rev A) (official documentation).

Why does my Honeywell CK62 not connect to the mobile network?

Symptoms: no 4G or 5G network, SIM card not recognised.

Short answer: Only the CK62X10 has a mobile network (WWAN) radio, activated by a nano-SIM card or, on some models, an eSIM. The data sheet specifies that WWAN is not supported in North America and some countries, where only the Wi-Fi versions are offered.

LIKELY CAUSE

The quick start guide restricts the nano-SIM to WWAN models; the data sheet attributes the GSM, WCDMA, LTE and 5G NR bands, as well as dual-band GPS, to the CK62X10 alone.

WHAT TO DO

1. Read the model number on the label: CK62X10 for the mobile network version, CK62X00 for the Wi-Fi version.
2. Switch off the mobile computer before inserting or removing the nano-SIM.

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3. On models that have one, the eSIM replaces the physical card to activate the subscription.
4. The same rule applies to the microSD card: mobile computer switched off, and card formatted before its first use (Honeywell recommends industrial-grade SLC cards).

Sources: [CK62 Series Mobile Computer powered by Android™ Quick Start Guide](#)  – Quick Start Guide CK62 (CK62-A-EN-QS-01 Rev B) · [CK62 Rugged Mobile Computer with 5G and Wi-Fi 6E Connectivity](#)  – CK62 Mobile Computer Datasheet (Rev B) (official documentation).

Why can my Honeywell CK62 not see my 6 GHz Wi-Fi network?

Symptoms: Wi-Fi network missing from the list, or connection refused.

Short answer: The CK62 supports IEEE 802.11 a/b/g/n/ac/ax Wi-Fi on 2.4, 5 and 6 GHz, with WPA2 and WPA3 security. The data sheet specifies that the 6 GHz band is disabled in India; elsewhere, compare your access point's band and security with these values.

LIKELY CAUSE

The CK62 data sheet details the Wi-Fi radio: tri-band, 2x2 MU-MIMO, WPA2 and WPA3 security (OWE, SAE, Enterprise according to the product page).

WHAT TO DO

1. Check the band used by your access point: 2.4, 5 or 6 GHz.
2. Check the network security type: WPA2 or WPA3.
3. In India, use a 2.4 or 5 GHz network, as the 6 GHz band is disabled.
4. On first start-up, the Welcome screen wizard or a configuration barcode lets you prepare the mobile computer.

The detailed Wi-Fi settings are in the CK62 user guide and the Honeywell Android Network and Security guide, which require an account to access.

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Sources: [CK62 Rugged Mobile Computer with 5G and Wi-Fi 6E Connectivity](#) [↗](#) – CK62 Mobile Computer Datasheet (Rev B) · [CK62 Rugged Mobile Computer | Honeywell](#) [↗](#) – CK62 Rugged Mobile Computer product page · [CK62 Series Mobile Computer powered by Android™ Quick Start Guide](#) [↗](#) – Quick Start Guide CK62 (CK62-A-EN-QS-01 Rev B) (official documentation).

My Honeywell CK62 will not charge: cradles, batteries and protective case

Cradle lights, charging conditions, cups with or without a protective case, hot swap and wear of the CK67-BTSC-001 battery.

What do the orange and green lights on my Honeywell CK62 cradle mean?

Cradle battery light: solid orange (or amber), then solid green.

Short answer: On the Universal Home Base and the 5-bay base, solid orange (amber) indicates a battery charging and solid green a charged battery, with the cradle powered. On the EDA61K Home Base, the light refers to the spare battery: orange while charging, green once charged.

LIKELY CAUSE

The CK62/EDA61K Series Accessories guide describes a battery light on three cradles. It does not describe any light for the Universal Quad Charging Base or for the EDA61K Charge Base.

WHAT TO DO

1. Universal Home Base: solid orange, charging; solid green, charged; solid red, charging fault.
2. Universal 5-Bay Charging Base: solid amber, charging; solid green, charged; flashing red, charging fault.

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3. EDA61K Home Base: orange, the spare battery is charging; green, it is charged.
4. On cradles without a described light (quad base, EDA61K Charge Base), follow the charging on the mobile computer's battery icon.
5. If it is red, see [red cradle light](#).

Source: [CK62/EDA61K Series Accessories - Universal and Standard](#)  – User Guide: CK62/EDA61K Series Mobile Computer Accessories (CK62-ACC-EN-UG-01 Rev C) (official documentation).

Why will my Honeywell CK62 mobile computer not charge?

Symptoms: battery level not rising in the cradle or on the USB cable.

Short answer: The CK62 does not charge without a battery installed, nor when it draws more current than the source supplies. Use a CK62 charging accessory with the specified Honeywell power supply and allow at least 5 hours for the first charge.

LIKELY CAUSE

The quick start guide states that the battery ships partially charged, that it charges for at least 5 hours on a CK62 charging accessory (Home Base, quad charger or USB cable), and that using the device while charging lengthens the time. The accessories guide specifies that the cradles do not charge a mobile computer without a battery.

Caution: Use only a UL-listed power supply qualified by Honeywell; the CK62 accessories guide warns that an accessory or adapter from another brand can cause damage not covered by the warranty, as can wet components.

WHAT TO DO

1. Check that the battery is in place in the mobile computer before placing it in the cradle.
2. Use a CK62 charging accessory: Home Base, quad base, 5-bay base, or USB Type A to Type C cable (CBL-500-120-S00-06) with the Honeywell 5 V / 2 A adapter (50136024-001).

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3. Avoid using the mobile computer while it is charging: if its consumption exceeds what the source supplies, it does not charge.
4. Allow at least 5 hours; the data sheet states 3.5 hours with Quick Charge 3.0 fast charging.
5. If the mobile computer is in a protective case, check that the cradle cup is suitable: see [mobile computer with a protective case](#).
6. Read the cradle light: see [cradle lights](#).

Sources: [CK62 Series Mobile Computer powered by Android™ Quick Start Guide](#)  – Quick Start Guide CK62 (CK62-A-EN-QS-01 Rev B) · [CK62/EDA61K Series Accessories - Universal and Standard](#)  – User Guide: CK62/EDA61K Series Mobile Computer Accessories (CK62-ACC-EN-UG-01 Rev C) · [CK62 Mobile Computer Accessories Guide](#)  – CK62 Mobile Computer Accessories Guide (Rev A) · [CK62 Rugged Mobile Computer with 5G and Wi-Fi 6E Connectivity](#)  – CK62 Mobile Computer Datasheet (Rev B) (official documentation).

Why will my Honeywell CK62 in its protective case not fit in the cradle?

Symptoms: mobile computer fitted with the CK62-PB-1 case does not seat, or seats poorly, in the cradle.

Short answer: The CK62 universal cradles come in two versions: -N for a mobile computer without a case (boot), -B for a mobile computer with a case. Fit the matching cup, CK62-UCP-N or CK62-UCP-B, or remove the case.

LIKELY CAUSE

The accessories guide distinguishes between the CK62-UCP-N (no case) and CK62-UCP-B (with case) universal cups, as well as the UVN and UVB cradles. These cups provide charging only, without data transfer.

WHAT TO DO

1. Find the suffix on the cradle or cup: N for a bare mobile computer, B for a mobile computer with a case.
2. To change the cup: push the latch forwards, tilt the back of the cup upwards and lift it out.

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3. Insert the new cup tilted slightly forwards, then press until it clicks.
4. To remove the case, press evenly on its edge with your thumbs, then gently push the back of the mobile computer to release the bottom.
5. There is no need to remove the case to change the battery; inspect it regularly and replace it if it is damaged.

Source: [CK62/EDA61K Series Accessories - Universal and Standard](#)  – User Guide: CK62/EDA61K Series Mobile Computer Accessories (CK62-ACC-EN-UG-01 Rev C) (official documentation).

Can I change the battery in my Honeywell CK62 without switching it off?

Symptoms: battery needs replacing during a round.

Short answer: Yes, under two conditions set by Honeywell: the CK62 has been switched on for at least 4 minutes, and the new battery is inserted within 30 seconds. Outside these conditions, switch off the mobile computer before removing the battery.

LIKELY CAUSE

The quick start guide sets the general rule of always switching off the CK62 before removing the battery, and only allows on-demand replacement under these time conditions.

Caution: Honeywell recommends its own lithium-ion batteries: a battery from another brand can cause damage not covered by the warranty.

WHAT TO DO

1. Check that the mobile computer has been running for at least 4 minutes.
2. Have a charged battery within reach.
3. Remove the flat battery and insert the new one in less than 30 seconds.

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4. If you cannot meet these times, hold down Power, tap Power off, then change the battery with the mobile computer switched off.
5. Dry the battery and its compartment before inserting it.

Source: [CK62 Series Mobile Computer powered by Android™ Quick Start Guide](#)  – Quick Start Guide CK62 (CK62-A-EN-QS-01 Rev B) (official documentation).

Which spare battery does my Honeywell CK62 accept?

Part number: **CK67-BTSC-001** (3.6 V, 7000 mAh).

Short answer: The CK62 accessories guide lists the CK67-BTSC-001 standard battery (3.6 V, 7000 mAh), which it states is compatible with the CK62, CK67, CK65 and EDA61K. Spare batteries are recharged in the CK6X-BC-4BAY-0 four-battery charger, the CK6X-BC-16BAY-0 sixteen-battery charger, or the battery slot of the Home Base cradles.

LIKELY CAUSE

The CK62 uses a removable, hot-swappable 3.6 V lithium-ion battery; the data sheet states more than 28 hours of battery life depending on use.

WHAT TO DO

1. Check the part number printed on the battery: CK67-BTSC-001.
2. To charge batteries on their own, use the CK6X-BC-4BAY-0 (four batteries) or the CK6X-BC-16BAY-0 (sixteen batteries).
3. The CK62 Home Base (CK62-HB-UVN-0) and the EDA61K Home Base charge a mobile computer and a spare battery; the CK62-5CB-UVN-BAT-0 5-bay base charges four mobile computers and four batteries.
4. Never store a flat battery: for long-term storage, the Honeywell white paper advises a 30 to 50% charge, in a cool, dry place, with the battery removed from the device and the charger.

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Sources: [CK62 Mobile Computer Accessories Guide](#) – CK62 Mobile Computer Accessories Guide (Rev A) · [CK62 Rugged Mobile Computer with 5G and Wi-Fi 6E Connectivity](#) – CK62 Mobile Computer Datasheet (Rev B) · [Battery Maintenance for Portable Devices](#) – White Paper: Battery Maintenance for Portable Devices (official documentation).

When should I replace the battery in my Honeywell CK62?

Symptoms: markedly reduced battery life, swollen or very hot battery.

Short answer: The Honeywell white paper on battery maintenance provides for replacement roughly every two years depending on the device. It calls for immediate replacement if the state of health falls below 70%, if the battery is swollen, deformed or discoloured, or if its surface exceeds 60 °C.

LIKELY CAUSE

A lithium-ion battery generally withstands 300 to 500 full cycles at room temperature, after which its capacity gradually decreases, shortening the interval between two charges.

Caution: Do not short-circuit, open or dispose of a lithium-ion battery in a fire. If it leaks onto skin or clothing, rinse with clean water; if it gets into the eyes, do not rub, rinse and see a doctor (Honeywell white paper).

WHAT TO DO

1. Compare the battery life with that of a new battery: if a spare battery solves the problem, the old one needs replacing.
2. Discard any swollen battery: according to Honeywell, swelling is a clear sign to stop using it.
3. Never force a battery into its compartment and do not lever it out with a tool.
4. Clean the contacts with a clean, dry cloth.

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5. Insulate the contacts of end-of-life batteries with adhesive tape and take them to a recycling channel that complies with regulations.

Source: [Battery Maintenance for Portable Devices](#)  – White Paper: Battery Maintenance for Portable Devices (official documentation).

Honeywell CK62 frozen or configuration barcode rejected: what should I do?

Forced restart and the role of Provisioning mode in barcode installations.

How do I restart my Honeywell CK62 when the screen no longer responds?

Symptoms: frozen touch screen, application stuck.

Short answer: Hold down the Power button for about 8 seconds to force the CK62 to restart. If the screen still responds, use the normal restart instead: hold down Power until the menu appears, then Restart.

LIKELY CAUSE

The quick start guide provides for restarting from the Power button menu and a forced restart when the touch screen no longer responds.

WHAT TO DO

1. Normal restart: hold down Power until the options menu appears, then tap Restart.
2. Frozen screen: hold down Power for about 8 seconds, until the mobile computer restarts.
3. After the restart, test scanning in Scan Demo: see [the scanner does not scan](#).
4. If the mobile computer switches off instead of restarting, check the charge: see [the CK62 does not charge](#).

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The advanced resets for the CK62 are in its user guide (CK62-A-EN-UG-01), which requires a Honeywell account to access: they are not covered here.

Source: [CK62 Series Mobile Computer powered by Android™ Quick Start Guide](#) – Quick Start Guide CK62 (CK62-A-EN-QS-01 Rev B) (official documentation).

Why will my Honeywell CK62 not accept a configuration barcode?

Symptoms: configuration, application or licence barcode scanned with no effect.

Short answer: Once the initial configuration is complete, the CK62 automatically turns off Provisioning mode. As long as it remains disabled, barcode installation of applications, certificates, configuration files or licences is restricted: re-enable it in the Settings app.

LIKELY CAUSE

The quick start guide links the end of the initial setup (Welcome screen) to the automatic disabling of Provisioning mode, which also hides certain folders in the file explorer.

WHAT TO DO

1. On first start-up, scan the configuration barcode directly from the Welcome screen.
2. After commissioning, enable Provisioning mode in the Settings app, then scan the barcode.
3. If folders are missing during a USB transfer, the same cause applies: see [USB transfer](#).

Source: [CK62 Series Mobile Computer powered by Android™ Quick Start Guide](#) – Quick Start Guide CK62 (CK62-A-EN-QS-01 Rev B) (official documentation).

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My Honeywell CK62 will not start: causes and solutions

First charge and power-on, according to the Honeywell quick start guide.

Why will my Honeywell CK62 not start?

Symptoms: black screen after pressing Power.

Short answer: The CK62 arrives with a partially charged battery: charge it for at least 5 hours, then hold down the Power button for about 3 seconds and release it. On the very first start-up, the Welcome screen offers configuration.

LIKELY CAUSE

According to the quick start guide, powering on requires a charged battery and pressing Power for about 3 seconds; the Welcome screen no longer appears once the initial configuration is complete.

WHAT TO DO

1. Check that the battery is properly inserted and locked.
2. Hold down Power for about 3 seconds, then release it.
3. If the screen stays black, place the mobile computer on a CK62 charging accessory and wait: see [the CK62 does not charge](#).
4. If the mobile computer starts on the Welcome screen, scan a configuration barcode or launch the wizard.

Source: [CK62 Series Mobile Computer powered by Android™ Quick Start Guide](#) [↗](#) – Quick Start Guide CK62 (CK62-A-EN-QS-01 Rev B) (official documentation).

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The screen on my Honeywell CK62 turns off: sleep mode

Setting the sleep timeout and waking the mobile computer.

Why does the screen on my Honeywell CK62 turn off so quickly?

Symptoms: black, locked screen after a few moments without use.

Short answer: This is the screen sleep mode: after a period of inactivity, the CK62 turns off the screen and locks itself to save the battery. Extend the timeout in Settings > Display > Screen timeout; a short press on Power wakes the mobile computer.

LIKELY CAUSE

The quick start guide presents the sleep timeout as a power-saving setting that can be changed in the Settings app.

WHAT TO DO

1. Swipe up on the home screen.
2. Open Settings > Display > Screen timeout.
3. Choose the time before sleep mode.
4. To wake the mobile computer, briefly press Power and release it.

Source: [CK62 Series Mobile Computer powered by Android™ Quick Start Guide](#)  – Quick Start Guide CK62 (CK62-A-EN-QS-01 Rev B) (official documentation).

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When should you call a technician for a Honeywell CK62 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 red light on the cradle:** If the light stays red even though the temperature and power supply are correct, the quick start guide refers you to the Honeywell technical support portal to report the problem.

Avoiding recurring faults on the Honeywell CK62 mobile computer: preventive maintenance

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

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

Preventive battery replacement

Recommended every 18 to 24 months, for removable batteries.

Wi-Fi coverage audit

Installation, coverage survey (site survey) and improvement.

General check of the devices

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

Security patch updates

Installation of Android updates, where feasible.

Inventory of the fleet under contract

Type, configuration and IP address of each device.

Training and skills transfer

Transfer of technical skills on using the equipment.

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Detailed report

Inventory, condition of the fleet and optimisation advice.

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

Honeywell CK62 mobile computer troubleshooting: frequently asked questions

How do I restart a frozen Honeywell CK62?

Hold down the Power button for about 8 seconds to force the CK62 to restart. If the screen still responds, use the normal restart instead: hold down Power until the menu appears, then Restart. [See the detailed entry.](#)

Why does the cradle of my Honeywell CK62 show a red light?

The CK62 accessories guide associates this red light with a charging fault, for example an excessive temperature. Bring the cradle back within its operating range, check its Honeywell power supply, then put the mobile computer or the battery back in. [See the detailed entry.](#)

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How long does it take to charge a Honeywell CK62?

The quick start guide calls for at least 5 hours on a CK62 charging accessory for the battery, which ships partially charged. The data sheet states 3.5 hours with Quick Charge 3.0 fast charging, and using the device while charging lengthens the time. [See the detailed entry.](#)

Can you change the battery in a Honeywell CK62 without switching it off?

Yes, under two conditions set by Honeywell: the CK62 has been switched on for at least 4 minutes, and the new battery is inserted within 30 seconds. Outside these conditions, switch off the mobile computer before removing the battery. [See the detailed entry.](#)

Which battery does the Honeywell CK62 use?

The CK62 accessories guide lists the CK67-BTSC-001 standard battery (3.6 V, 7000 mAh), which it states is compatible with the CK62, CK67, CK65 and EDA61K. Spare batteries are recharged in the CK6X-BC-4BAY-0 and CK6X-BC-16BAY-0 chargers, or in the battery slot of the Home Base cradles. [See the detailed entry.](#)

Why does my Honeywell CK62 not scan some barcodes?

Not all symbologies are enabled by default on the CK62: if a barcode does not scan, its symbology may be disabled. Test in Scan Demo, centring the aiming beam on the barcode, at a slight angle to avoid reflections. [See the detailed entry.](#)

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Is the Honeywell CK62 5G compatible?

Only the CK62X10 has a mobile network radio, with the 5G NR bands, activated by a nano-SIM card or, on some models, an eSIM. The data sheet specifies that the mobile network is not supported in North America and some countries, where only the Wi-Fi versions are offered. [See the detailed entry.](#)

Why does my Honeywell CK62 not appear on the PC?

The universal cups on the CK62 cradles are for charging only, without data transfer. Connect the mobile computer to the computer with a USB charging and communication accessory, then choose File Transfer or PTP from the Android System notification. [See the detailed entry.](#)

Sources consulted

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

- [CK62 Series Mobile Computer powered by Android™ Quick Start Guide](#) [↗](#) – Quick Start Guide CK62 (CK62-A-EN-QS-01 Rev B) **official**
- [CK62/EDA61K Series Accessories - Universal and Standard](#) [↗](#) – User Guide: CK62/EDA61K Series Mobile Computer Accessories (CK62-ACC-EN-UG-01 Rev C) **official**
- [CK62 Mobile Computer Accessories Guide](#) [↗](#) – CK62 Mobile Computer Accessories Guide (Rev A) **official**
- [CK62 Rugged Mobile Computer with 5G and Wi-Fi 6E Connectivity](#) [↗](#) – CK62 Mobile Computer Datasheet (Rev B) **official**
- [CK62 Rugged Mobile Computer | Honeywell](#) [↗](#) – CK62 Rugged Mobile Computer product page **official**
- [Battery Maintenance for Portable Devices](#) [↗](#) – White Paper: Battery Maintenance for Portable Devices **official**

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The CK62 user guide (CK62-A-EN-UG-01 Rev F), the CK62 regulatory sheet, the CK6X Battery Chargers guide, the AC20 charger instructions, the Android Network and Security, HUpgrader, Dolphin Power Tools and Scanner Edge guides, the cleaning guide and the articles in the sps-support.honeywell.com knowledge base (including How to perform a Factory Reset or Enterprise Reset on a Mobility Edge device?) 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 CK62](#)
- [All troubleshooting guides for Honeywell scanners and mobile computers](#) ([Granit 1920i](#), [Granit 1980i / 1981i](#), [Granit Ultra 2100i / 2105i](#), [Granit XP 1990i / 1991i](#), [HF800](#), [CK3R](#) and [CK3X](#), [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/ck62>, updated on 21 October 2026.

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