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TROUBLESHOOTING GUIDE

Honeywell CK65 troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Honeywell documentation, CK65 Series Mobile Computer powered by Android User Guide (CK65-A-EN-UG-01) and CK65 Quick Start Guide (CK65-A-EN-QS-01 Rev M) (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

[See the Honeywell CK65 product page →](#)

In brief. The Honeywell CK65 is an ultra-rugged Android mobile computer with a physical keypad (51 or 53 alphanumeric keys, 38 or 42 numeric keys, or 30 large keys), in a standard version, a Cold Storage version for extreme cold and an NI/ATEX version for hazardous areas. It has reached end of life, but several of its accessories are also used with the CK67. Honeywell signals the battery status with an orange, green or red light, and the result of each scan with a green or red light below the screen. The causes most often cited by the user guide are a symbology that is not enabled, a low or faulty battery, and the scan wedge settings; this guide also covers hot swapping the battery, restarting, the heaters on Cold Storage models and ATEX precautions. Click a question to open the entry.

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

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- **The mobile computer no longer scans, or barcodes do not reach the application:** see [the scanner does not scan](#), [the scan buttons](#) and [the scan wedge](#).
- **The mobile computer is frozen:** start with the [forced restart](#), holding down the Power button for about 8 seconds.
- **The problem keeps coming back:** the [preventive maintenance](#) section explains how it reduces this type of fault.

What do the lights on my Honeywell CK65 mean? Find the cause by signal

The CK65 signals its battery status with a three-colour light, the result of each scan with a green or red light below the screen, and the active modifier keys with two lights at the bottom of the keypad. The table links each signal to its cause and to the entry that resolves it.

Signal or message	Lights (Honeywell guide)	Likely cause	Entry
—	● battery: flashing orange, not on power	Charge below 15%	Low battery
—	○ battery: off, not on power	Charge above 15% (normal operation)	Battery light
—	● battery: solid orange, on power	Charging, between 0 and 60%	Charging
—	● battery: flashing green, on power	Charging, between 60 and 95%	Charging
—	● battery: solid green, on power	Charge above 95%	Charging

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Signal or message	Lights (Honeywell guide)	Likely cause	Entry
—	● battery: flashing red	Battery error (Honeywell Battery LED factory setting)	<u>Battery error</u>
Short beep on scanning	● scan: green	Good read (Good Read notification)	<u>Scan beep</u>
Error beep (if Bad Read Notification is enabled)	● scan: red	Failed read: check the symbology	<u>The scanner does not scan</u>
—	● keypad: orange or green on	Modifier key active or locked	<u>Keypad</u>
Letter “a” in the status bar	—	38-key numeric keypad locked in letter mode	<u>Keypad</u>
Snowflake icon in the status bar	—	Cold Storage model: Chill timer expired	<u>Extreme cold</u>
Heater icon in the status bar	—	Cold Storage model: display and window heaters running	<u>Extreme cold</u>
Android System notification (USB cable connected)	—	USB mode to choose: File Transfer or PTP	<u>USB transfer</u>
Welcome screen at start-up	—	First start-up: configuration by barcode or manual	<u>Start-up</u>

The battery light states come from the “Battery Status LED” table in the CK65 user guide (Honeywell default setting, which can be changed in Battery LED), the scan light from the “About the Scan Status LED” section and the keypad lights from “About the Keypad”. The CK65-CB and CK65-NB bases have no light described

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in their guide. A dash indicates that the page consulted does not specify a light.

Orange or red battery light on the Honeywell CK65: causes and solutions

What the orange and red flashes of the battery light signal, according to the Honeywell user guide.

Why is the battery light on my Honeywell CK65 flashing orange?

Battery light: flashing orange · Mobile computer: not on power.

Short answer: According to the Honeywell user guide, an orange light that flashes when the CK65 is not plugged in signals a charge below 15%. Place the mobile computer on a charging accessory or replace the battery with a charged one.

LIKELY CAUSE

The “Battery Status LED” table in the user guide (Honeywell default setting) associates flashing orange when not on power with a charge below 15%. Above this threshold, the light stays off as long as the mobile computer is not plugged in.

WHAT TO DO

1. Check the level on the battery icon in the status bar, or in Settings > Battery.
2. Charge the CK65: see [the mobile computer does not charge](#).
3. To keep working without waiting, use “Swap Battery” mode: see [changing the battery without switching off](#).
4. The light behaviour is set in Settings > Honeywell Settings > Battery LED (Honeywell Battery LED, factory setting; Default Battery LED; No Battery LED; Mix Mode). With No Battery LED, the light is no longer used for the battery but for application notifications: check this setting if the light never responds to charging.

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Source: [About the Battery Status](#) – CK65 Series Mobile Computer powered by Android User Guide (CK65-A-EN-UG-01) (official documentation).

Why is the battery light on my Honeywell CK65 flashing red?

Battery light: flashing red, mobile computer plugged in or not.

Short answer: With the factory light setting (Honeywell Battery LED), the Honeywell user guide associates flashing red with a battery error. If the “Default Battery LED” setting has been chosen (Settings > Honeywell Settings > Battery LED), flashing red when not on power only signals a battery below 15%. Otherwise, check that the battery is a Honeywell model intended for the CK65 and that its contacts are dry, then check its state of health in Battery Optimizer.

LIKELY CAUSE

In the “Battery Status LED” table, with the Honeywell Battery LED factory setting, flashing red means “Battery error”, whether or not the mobile computer is on power. With the Default Battery LED setting, the same guide states, when not on power: “Blinking red – Battery level is below 15%”. The quick start guide only authorises the Honeywell CK65-BTSC, AB17, AB18, 1001AB01 and CK65-BTCS (Cold Storage) lithium-ion batteries, and the user guide points out that condensation can damage the contacts.

Caution: Use only the Honeywell batteries intended for the CK65. The Honeywell regulatory sheet warns that improper replacement of the battery, or using it in an incompatible device, creates a risk of burns, fire or explosion.

WHAT TO DO

1. Switch off the mobile computer, release the end of the hand strap, push the latch towards the battery and remove the battery.
2. Read the part number: the user guide lists CK65-BTSC (318-063-001) for the standard model, CK65-BTCS (318-063-002) for the Cold Storage model and 318-063-003 for the hazardous location models.

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3. Dry the battery, the compartment and the contacts before putting the battery back.
4. Reinsert the battery, press on its bottom edge to lock it, refit the hand strap and switch back on.
5. Open Settings > Honeywell Settings > Battery Optimizer, or the BattMon app in Power Tools, to read the battery health: see [worn battery](#).

When to call a technician: if the light keeps flashing red with an approved Honeywell battery in good health: Honeywell refers you to its technical support portal, which brings together the knowledge base and incident reporting.

Sources: [About the Battery Status](#)  – CK65 Series Mobile Computer powered by Android User Guide (CK65-A-EN-UG-01) · [About the Battery](#)  – CK65 Series Mobile Computer powered by Android User Guide (CK65-A-EN-UG-01) · [Change the Battery](#)  – CK65 Series Mobile Computer powered by Android User Guide (CK65-A-EN-UG-01) · [CK65 Quick Start Guide](#)  – Quick Start Guide: CK65 (CK65-A-EN-QS-01 Rev M) · [CK65 Mobile Computer](#)  – Regulatory Sheet: CK65 (CK65-ML-RS-07 Rev A) (official documentation).

My Honeywell CK65 no longer scans barcodes: causes and solutions

Symbologies, damaged barcodes, labels with several barcodes and scan buttons: the Honeywell scan profile settings.

Why does the scanner on my Honeywell CK65 not scan barcodes?

Scan light (Scan Status LED): red, or no beep when a scan button is pressed.

Short answer: According to Honeywell, a red scan light signals a failed read: first check that the barcode's symbology is enabled in the scan profile. Then aim at a slight angle to avoid reflections, with the aiming beam centred on the barcode.

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LIKELY CAUSE

The user guide places the scan light below the screen: green for a good read, red for a failed read, with the advice to check the symbology. The quick start guide points out that some symbologies are disabled by default.

Caution: According to the Honeywell regulatory sheet, CK65 units fitted with an EX20, N6703, N6803, S0803 or S0703 imaging engine are Class 2 laser products: using controls, adjustments or procedures other than those specified may result in exposure to hazardous radiation.

WHAT TO DO

1. Test in the Scan Demo app (Demos app): if the barcode does not scan there either, the cause lies in the settings or in the barcode itself.
2. Enable the symbology: Settings > Honeywell Settings > Scanning > Internal Scanner > Default profile > Symbology settings, then tick it. In Scan Demo, the top-right menu also opens Symbology Settings.
3. Enable only the symbologies you need: according to Honeywell, a shorter list speeds up scanning.
4. Hold down a scan button, centre the aiming beam so that the whole barcode is within the illumination frame, tilt the mobile computer slightly, then release at the beep.
5. If your application has its own scan profile, check the symbology in that profile: the Default profile only applies to applications without a profile.
6. For a distant barcode, check the scan engine: the product page gives 0 to 20 m for long range, 0 to 5 m for medium range and 0 to 1 m for standard range.

Sources: [About the Scan Status LED](#) – CK65 Series Mobile Computer powered by Android User Guide (CK65-A-EN-UG-01) · [Change the Scanner Settings](#) – CK65 Series Mobile Computer powered by Android User Guide (CK65-A-EN-UG-01) · [Scan Barcodes](#) – CK65 Series Mobile Computer powered by Android User Guide (CK65-A-EN-UG-01) · [Use the Scan Demo App](#) – CK65 Series Mobile Computer powered by Android User Guide (CK65-A-EN-UG-01) · [CK65 Quick Start Guide](#) – Quick Start Guide: CK65 (CK65-A-

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EN-QS-01 Rev M) · [CK65 Mobile Computer](#)  – Regulatory Sheet: CK65 (CK65-ML-RS-07 Rev A) · [CK65 Handheld Computer | Honeywell](#)  – CK65 Ultra-Rugged Handheld Computer product page (official documentation).

Why does my Honeywell CK65 struggle to scan damaged or inverse barcodes?

Symptoms: worn or poorly printed 1D barcode, light barcode on a dark background, direct marking.

Short answer: The Honeywell guide provides dedicated decoding settings: “Poor Quality 1D Reading”, disabled by default, for damaged or poorly printed 1D barcodes, and “Video mode” set to Inverse for inverse barcodes. Direct part markings (DPM) require a licence.

LIKELY CAUSE

The CK65's default decoding settings are aimed at good-quality barcodes printed in black on a light background: Poor Quality 1D Reading disabled, Video mode on Normal, Decode Security at 2, DPM mode without optimisation.

WHAT TO DO

1. Open Settings > Honeywell Settings > Scanning > Internal Scanner > Default profile (or your application's profile) > Decode settings.
2. Enable “Poor Quality 1D Reading” for damaged or poorly printed 1D barcodes.
3. For light barcodes on a dark background, change “Video mode” from Normal to Inverse, or to Normal and Inverse.
4. Adjust “Decode Security”: a lower value makes decoding more tolerant of poor-quality barcodes, a higher value makes it stricter.
5. For dot peen marking or reflective surfaces, the “DPM mode” setting (Dotpeen or Reflective) requires a licence.
6. Leave the Imager settings at their values: Honeywell advises against changing them (Override Recommended Values disabled by default).

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Source: [Default Scan Settings](#) – CK65 Series Mobile Computer powered by Android User Guide (CK65-A-EN-UG-01) (official documentation).

Why does my Honeywell CK65 scan the wrong barcode on a label that contains several?

Symptoms: the mobile computer decodes a barcode next to the one you are aiming at.

Short answer: Enable “Center Decode” in the decoding settings: the CK65 then only decodes barcodes that are partly in the centre of the aiming window. This setting is disabled by default.

LIKELY CAUSE

The CK65 imager reads omnidirectionally (360°) any barcode in its field of view. Center Decode restricts decoding to the central area of the aiming pattern.

WHAT TO DO

1. Open Settings > Honeywell Settings > Scanning > Internal Scanner > Default profile > Decode settings and enable Center Decode.
2. Keep the value of 50 recommended by Honeywell for the central area; the guide also lets you set the four edges of the window and a timeout (Center Decode Timeout).
3. If, on the contrary, you need to scan several barcodes at once, “Multicode Scan” (Imager settings) accepts up to 10, with a separator.
4. To give priority to certain symbologies, enable “Preferred Symbology Settings”, which classifies each barcode as high or low priority.

Sources: [Default Scan Settings](#) · [Scan Barcodes](#) – CK65 Series Mobile Computer powered by Android User Guide (CK65-A-EN-UG-01) (official documentation).

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Why do the scan buttons on my Honeywell CK65 no longer trigger scanning?

Symptoms: no beam when the left, right or front scan buttons are pressed.

Short answer: Check that “Enable Scan Trigger” is enabled in the Trigger settings of the scan profile, and that no scan button has been remapped in Keyremap. An application that controls the scanner through the BarcodeReader API may also have taken over.

LIKELY CAUSE

The user guide states that the left, right and front scan buttons trigger the imager by default, that Left Scan and Right Scan are among the remappable buttons, and that the scan wedge is suspended when an application takes control of the scanner through the BarcodeReader API.

WHAT TO DO

1. Test with the on-screen Scan button in Scan Demo: if it scans, the cause lies in the physical buttons or in the profile.
2. Settings > Honeywell Settings > Scanning > Internal Scanner > Default profile > Trigger settings: check Enable Scan Trigger (enabled by default) and Trigger Scan Mode (One Shot by default; Continuous, Read on release and Read on second trigger press are also available).
3. Settings > Honeywell Settings > Keyremap: if Left Scan or Right Scan shows another function, delete this remapping.
4. The scanner stops after 20 seconds without decoding (Decode timeout): release, then press again.
5. For troubleshooting, enable the on-screen scan button: Settings > Honeywell Settings > Digital Scan Button > Enable Digital Scan Button, then hold it down to scan.

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The Honeywell developer options include a “Restricted Scan Mode” that disables the scan button while a scanning application displays a warning; Honeywell reserves these options for use with its technical support.

Sources: [Default Scan Settings](#)  – CK65 Series Mobile Computer powered by Android User Guide (CK65-A-EN-UG-01) · [Remap a Button or Key](#)  – CK65 Series Mobile Computer powered by Android User Guide (CK65-A-EN-UG-01) · [About the Scan Wedge Feature](#)  – CK65 Series Mobile Computer powered by Android User Guide (CK65-A-EN-UG-01) · [About the Optional Digital Scan Button](#)  – CK65 Series Mobile Computer powered by Android User Guide (CK65-A-EN-UG-01) · [Developer Options](#)  – Application Brief: Developer Options on Honeywell Mobile Computers with Android OS (HDO-A-EN-AB-01 Rev A) (official documentation).

Barcodes scanned by my Honeywell CK65 do not reach the application: scan wedge and decoding

How the CK65 transmits scanned data, and why some barcodes open another application.

Why do the barcodes scanned by my Honeywell CK65 not reach my application?

Symptoms: good read beep, but nothing is entered in the field, or the cursor does not move to the next field.

Short answer: The CK65 sends scanned data to the active application as keystrokes: this is the scan wedge, enabled by default. Place the cursor in the required field, and check that the wedge is active in the application's profile and that the application does not control the scanner itself.



LIKELY CAUSE

The user guide explains that the scan wedge sends data to the active application as keyboard input, and that it is suspended when an application controls the scanner through the BarcodeReader API. Each application can also have its own scan profile.

WHAT TO DO

1. Tap the input field before scanning.
2. In the profile (Default profile or the application's profile) > Data Processing Settings, check: Wedge enabled, Wedge Method Standard, Charset ISO-8859-1.
3. If the application expects a confirmation after the barcode, configure Prefix and Suffix, which are empty by default. By default, “Wedge as keys” sends the decimal values 9, 10 and 13 (tab, line feed, carriage return) as keys.
4. If the application uses the BarcodeReader API, scanning goes through the API and not through the wedge: check the application's own settings.
5. In Enterprise Browser, if the focus does not move to the next field with the `\n\t` postamble, Honeywell advises using `\r\t`.

Sources: [About the Scan Wedge Feature](#)  – CK65 Series Mobile Computer powered by Android User Guide (CK65-A-EN-UG-01) · [Default Scan Settings](#)  – CK65 Series Mobile Computer powered by Android User Guide (CK65-A-EN-UG-01) · [Add a Scan Setting Profile](#)  – CK65 Series Mobile Computer powered by Android User Guide (CK65-A-EN-UG-01) · [Enterprise Browser for Honeywell Mobile Devices powered by Android™ User Guide](#)  – Enterprise Browser User Guide (935-098-007 Rev B) (official documentation).

Why does my Honeywell CK65 open the browser when I scan a barcode?

Symptoms: the browser or another application opens instead of the barcode being displayed in the field.

Short answer: The “Launch Browser” setting, enabled by default, opens barcodes that begin with `http://` or `https://` in the browser. “Scan to intent” and “Launch EZ Config”, also enabled, can launch an application or EZConfig depending on the barcode format.

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LIKELY CAUSE

The CK65's default decoding settings treat certain content as commands: web address (Launch Browser), Android action (Scan to intent) or EZConfig Aztec barcode (Launch EZ Config).

WHAT TO DO

1. Open the scan profile concerned > Decode settings.
2. Disable “Launch Browser” if your barcodes contain web addresses to be entered as they are.
3. Disable “Scan to intent” if a barcode in ACTION format launches an unwanted application.
4. Keep “Launch EZ Config” if you configure the mobile computers by barcode: see [configuration barcode rejected](#).

Source: [Default Scan Settings](#)  – CK65 Series Mobile Computer powered by Android User Guide (CK65-A-EN-UG-01) (official documentation).

Wi-Fi, Bluetooth and USB on the Honeywell CK65: connection and transfer

Connecting to the network, pairing a Bluetooth handheld scanner and transferring files to a computer.

Why does my Honeywell CK65 not appear on my computer over USB?

Message: **Android System** notification on USB connection.

Short answer: USB file transfer is disabled by default on the CK65. Once the mobile computer is connected, open the “Android System” notification in the notification panel and choose File Transfer or PTP.

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LIKELY CAUSE

The user guide specifies that USB transfer must be enabled each time from the Android System notification, and that some folders remain hidden as long as Provisioning mode is disabled.

WHAT TO DO

1. Connect the CK65 to the computer; the guide mentions the Home Base or the Ethernet Home Base with a USB Type B to A cable.
2. Swipe down from the top of the screen to open the notifications.
3. Tap the Android System notification twice, then choose File Transfer or PTP.
4. Open the computer's file explorer and browse the CK65; on a Mac, use the Android File Transfer app.
5. The Settings > Connected devices > USB menu only appears when the mobile computer is connected.
6. If folders are missing, Provisioning mode is disabled: see [Provisioning mode](#).

Sources: [How to Transfer Files](#)  – CK65 Series Mobile Computer powered by Android User Guide (CK65-A-EN-UG-01) · [About the Structure of the Settings App](#)  – CK65 Series Mobile Computer powered by Android User Guide (CK65-A-EN-UG-01) · [CK65 Quick Start Guide](#)  – Quick Start Guide: CK65 (CK65-A-EN-QS-01 Rev M) (official documentation).

Why does my Honeywell CK65 not connect to Wi-Fi?

Symptoms: no network displayed, connection refused or no access.

Short answer: Check in Settings > Network & internet > Internet that Wi-Fi is turned on, then select or add the network. The WiFi Diagnostic app in Power Tools shows the status of the radio and the access point, with the Ping, IPConfig and Route tools.

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LIKELY CAUSE

The CK65 has a dual-band IEEE 802.11 a/b/g/n/ac Wi-Fi radio. The user guide points out that Airplane mode turns off the phone and Wi-Fi services, and that Wi-Fi can then be turned back on from Internet.

WHAT TO DO

1. Open Settings > Network & internet > Internet and turn on Wi-Fi.
2. If Airplane mode is on, turn Wi-Fi back on from Internet.
3. Choose the network from the list, or add it manually.
4. For enterprise networks, Network Preferences gives access to certificates and the Honeywell Wi-Fi settings.
5. Launch WiFi Diagnostic to see the radio status and the associated access point, then test the network with Ping and IPConfig.
6. To configure several mobile computers at once, use the Wi-Fi Staging described in the user guide.

Sources: [Model Overview](#) · [About the Structure of the Settings App](#) · [About Honeywell Applications](#) · [How to Configure the Computer](#) – CK65 Series Mobile Computer powered by Android User Guide (CK65-A-EN-UG-01) (official documentation).

Why will my Bluetooth handheld scanner not connect to my Honeywell CK65?

Symptoms: Bluetooth handheld scanner not paired or keeps disconnecting.

Short answer: Honeywell handles the pairing of Bluetooth scanners, for example a Granit 1981i or 1911i, through the Scanner Edge app, which displays, pairs and disconnects the scanners. The scanner's data settings are then in the Bluetooth Scanner profile.

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LIKELY CAUSE

The user guide provides for using an external Bluetooth scanner instead of the built-in imager, with a separate scan profile. The CK65 has Bluetooth 5.0 with Bluetooth Low Energy.

WHAT TO DO

1. Turn on Bluetooth: Settings > Connection preferences > Bluetooth.
2. Open Scanner Edge to view, pair or disconnect the Bluetooth scanner.
3. Set the scanner's data processing: Settings > Honeywell Settings > Scanning > Bluetooth Scanner > Default Profile > Data Processing Settings.
4. For other Bluetooth devices, go to Settings > Connected devices > Pair new device.
5. To be alerted when a paired device moves away, use Wireless Tether (Power Tools), which monitors the range and sends alerts.

Sources: [About the Image Engine](#) · [Change the Bluetooth Scanner Settings](#) · [About Honeywell Applications](#) · [About the Structure of the Settings App](#) · [Model Overview](#) – CK65 Series Mobile Computer powered by Android User Guide (CK65-A-EN-UG-01) (official documentation).

My Honeywell CK65 will not charge or runs down quickly: battery and power

Charging on a base, compatible batteries, hot swap, wear and precautions for NI/ATEX models.

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Why will my Honeywell CK65 mobile computer not charge?

Battery light on power: solid orange (0 to 60%), flashing green (60 to 95%), solid green (over 95%).

Short answer: The CK65 charges on CK3 Series charging accessories or on the CK65 bases, with the battery installed, for at least 4 hours for the first charge. Using it while charging lengthens the time; also check the Honeywell power supply of the base.

LIKELY CAUSE

The quick start guide states that the CK65 ships partially charged, that it charges for at least 4 hours with a CK3 Series charging accessory and that using it while charging lengthens the time required. The ChargeBase and NetBase guide asks you to place each CK65 in them with its battery installed and to use a UL-listed power supply qualified by Honeywell (12 V, 7 A output).

Caution: Honeywell recommends its own accessories and power supplies: a product from another brand can cause damage not covered by the warranty. All components must be dry before using the mobile computer and the battery with an accessory.

WHAT TO DO

1. Place the CK65, with the battery in place, in the base: a ChargeBase (CK65-CB) or a NetBase (CK65-NB) holds one to four mobile computers.
2. Check the connections in the order given in the guide: mains cord to the power supply, power supply cable to the power connector at the back of the base, then wall socket.
3. Read the battery light: solid orange from 0 to 60%, flashing green from 60 to 95%, solid green above 95%.
4. Leave it to charge for at least 4 hours, preferably without using the mobile computer.
5. Without a base, the CBL-500-120-S00-03 USB Type A to micro-USB cable also charges the CK65, but more slowly according to the accessories guide.

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6. Install the base within its operating range, from -10 °C to 50 °C.

Sources: [CK65 Quick Start Guide](#)  – Quick Start Guide: CK65 (CK65-A-EN-QS-01 Rev M) · [CK65 Universal Accessories User Guide](#)  – CK65 Universal Accessories (CK65-CB, CK65-NB) User Guide (CK65-UV-EN-UG-01 Rev A) · [CK65/CK3X/CK3R Mobile Computer Accessories Guide](#)  – CK65/CK3X/CK3R Mobile Computer Accessories Guide (Rev K) · [About the Battery Status](#)  – CK65 Series Mobile Computer powered by Android User Guide (CK65-A-EN-UG-01) (official documentation).

Why will my spare battery not charge in the four-battery charger for my Honeywell CK65?

Symptoms: spare battery rejected by the four-battery charger or by the battery slot of the single dock.

Short answer: The Honeywell accessories guide specifies that the 318-046-031 “Smart” extended battery charges neither in the four-battery charger (Quad Battery Charger) nor in the battery slot of the single dock. Charge it in the mobile computer, or use another battery from the CK65 list.

LIKELY CAUSE

The CK65/CK3X/CK3R Mobile Computer Accessories Guide lists five batteries that can be used with the CK65 and indicates that the 318-046-031 is compatible neither with the 871-230-101 and 871-230-301 Quad Battery Chargers nor with the battery slot of the Single Dock.

Caution: The Honeywell information sheet for the AB17 (318-033-021) and AB18 batteries asks you to charge them between 0 °C and 45 °C, only with a Honeywell-approved charger, to keep metal objects away from the contacts and never to short-circuit a battery or dispose of it in a fire.

WHAT TO DO

1. Read the part number printed on the battery.
2. If it is the 318-046-031, charge it in the CK65 placed on its base.

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3. For the other part numbers, check that they appear in the guide: 318-033-021 (standard, 7.4 Wh), 318-063-001 (extended, 25.2 Wh, supplied with the CK65), 318-063-002 (Cold Storage) and 318-063-003 (NI/ATEX).
4. Check the charger's power supply: the 871-230-101 uses the 851-061-502 power supply, the 871-230-301 (United States) the 851-810-002 power supply.

Elsewhere, the accessories guide refers to the 318-046-031 as a “CK7X” battery: if in doubt about a part number, check it with Honeywell before ordering.

Sources: [CK65/CK3X/CK3R Mobile Computer Accessories Guide](#)  – CK65/CK3X/CK3R Mobile Computer Accessories Guide (Rev K) · [Battery Pack Information](#)  – AB17/AB18 Battery Information (943-175-009 Rev A) · [CK65/CK67 Mobile Computer Accessories Guide](#)  – CK65/CK67 Mobile Computer Accessories Guide (Rev A) (official documentation).

How do I change the battery in my Honeywell CK65 without switching it off?

Message: **Swap Battery** (Power button menu).

Short answer: Honeywell allows hot swapping if the CK65 has been switched on for at least 4 minutes and the new battery is inserted within 30 seconds. The safest option is the “Swap Battery” mode in the Power menu, which puts the mobile computer into a low-power state for the duration of the swap.

LIKELY CAUSE

The quick start guide describes two options: on-demand swapping under certain conditions (4 minutes of operation, 30 seconds to insert the battery) and Swap Battery mode, which puts the mobile computer into a low-power state so that the battery can be removed briefly.

Caution: Dry all components before inserting the battery, and never leave a CK65 without a battery in a cold environment. On NI and ATEX models, the swap must only be done outside the hazardous area.

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WHAT TO DO

1. Save your files and close any open applications.
2. Hold down the Power button until the menu appears, tap “Swap Battery” and follow the on-screen instructions.
3. Release the end of the hand strap, push the latch towards the battery and lift the battery out.
4. Insert the charged battery, press on its bottom edge to lock it, then refit the hand strap.
5. Press the Power button.
6. In a cold room, change the battery on the spot, or first bring the mobile computer back to room temperature, as the user guide requires.

Sources: [CK65 Quick Start Guide](#)  – Quick Start Guide: CK65 (CK65-A-EN-QS-01 Rev M) · [Change the Battery](#)  – CK65 Series Mobile Computer powered by Android User Guide (CK65-A-EN-UG-01) · [CK65 Mobile Computer for use in Hazardous Locations Quick Start Guide](#)  – Quick Start Guide: CK65 NI/ATEX (CK65-HZ-A-EN-QS-01 Rev J) (official documentation).

How can I tell if the battery in my Honeywell CK65 is worn out?

Symptoms: declining battery life, deformed, swollen or very hot battery.

Short answer: Open Battery Optimizer (Settings > Honeywell Settings), which shows the status, the health and the consumption per application. The user guide advises replacing the battery roughly every two years, or sooner if its health falls below 70%.

LIKELY CAUSE

The user guide lists several factors that reduce battery life: screen brightness and sleep timeout, input device, extreme temperatures and usage. The Honeywell white paper on battery maintenance adds that a lithium-ion battery gradually loses capacity.

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Caution: Do not disassemble, puncture or heat a lithium-ion battery. If a charging battery overheats, smokes or gives off an odour, leave the area and alert the people responsible for safety, as the Honeywell white paper requires.

WHAT TO DO

1. Check Settings > Honeywell Settings > Battery Optimizer, or the BattMon app in Power Tools, which also shows the charging history.
2. Replace the battery if its health is below 70% or if it has been in service for about two years.
3. Immediately take out of service a battery that is deformed, swollen or discoloured, or whose surface exceeds 60 °C: the Honeywell white paper makes these grounds for immediate replacement.
4. To preserve the batteries, charge them between 20 and 25 °C and store them at around 23 °C with a 50% charge; do not store the CK65-BTSC and CK65-BTCS above 60 °C.
5. Battery Optimizer also lets you enable power-saving profiles.

Sources: [About the Battery](#)  – CK65 Series Mobile Computer powered by Android User Guide (CK65-A-EN-UG-01) · [About the Battery Status](#)  – CK65 Series Mobile Computer powered by Android User Guide (CK65-A-EN-UG-01) · [About Honeywell Applications](#)  – CK65 Series Mobile Computer powered by Android User Guide (CK65-A-EN-UG-01) · [Battery Maintenance for Portable Devices](#)  – White Paper: Battery Maintenance for Portable Devices (official documentation).

Why must my Honeywell CK65 ATEX be charged outside the hazardous area?

Symptoms: NI or ATEX model (specific labelling on the back) used in a hazardous area.

Short answer: On the CK65 NI and ATEX, Honeywell requires the battery to be charged or charged only in an area known to be non-hazardous, and prohibits taking chargers and spare batteries into the hazardous area. In the hazardous

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area, the connector cover (I/O cover) stays in place and the battery locked.

LIKELY CAUSE

The quick start guide for the hazardous location models restricts charging, battery swapping and connections to non-hazardous areas, and only authorises the Honeywell 318-063-003 battery. The user guide repeats that the I/O cover must be fitted to use the CK65 in a hazardous environment.

Caution: Replacing a component may impair the suitability of the CK65 for hazardous areas, and improper replacement of the battery can cause burns, fire or explosion. The regulatory sheet gives an ambient temperature of -20 °C to 50 °C for these models.

WHAT TO DO

1. Identify the model: the NI and ATEX versions carry specific labelling on the back; the guide lists model numbers ending in 1F (NI) and 3A, 3E or 3N (ATEX).
2. Inspect the mobile computer before each use in a hazardous area.
3. Charge and change the battery outside the hazardous area, using only the 318-063-003 battery.
4. Keep the I/O cover in place and do not make any connections in the hazardous area; a replacement cover is available under part number 715-549-002FRE.
5. Protect the mobile computer from high-energy impacts, permanent UV exposure and strong electrostatic discharges.

When to call a technician: if the inspection reveals damage on a CK65 NI or ATEX: Honeywell asks for the mobile computer to be inspected before any use in a hazardous area and specifies that replacing a component may impair its suitability for these areas; do not repair it yourself.

Sources: [CK65 Mobile Computer for use in Hazardous Locations Quick Start Guide](#)  – Quick Start Guide: CK65 NI/ATEX (CK65-HZ-A-EN-QS-01 Rev J) · [CK65 Models for Use in Hazardous Locations](#)  – CK65 Series Mobile Computer powered by Android User Guide (CK65-A-EN-UG-01) · [CK65 Mobile Computer](#) 

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Regulatory Sheet: CK65 (CK65-ML-RS-07 Rev A) · [CK65/CK67 Mobile Computer Accessories Guide](#)  – CK65/CK67 Mobile Computer Accessories Guide (Rev A) (official documentation).

My Honeywell CK65 is frozen: restart, default settings and configuration barcodes

Simple or forced restart, resetting the scanner and key settings, and the role of Provisioning mode.

How do I restart my frozen Honeywell CK65?

Symptoms: touch screen no longer responding, application frozen.

Short answer: Hold down the Power button for about 8 seconds: the CK65 restarts, even if the touch screen no longer responds. If the screen responds, hold down Power until the menu appears and tap Restart. If only scanning or a key is causing a problem, reset the scanner or key settings to their default values.

LIKELY CAUSE

Honeywell provides several levels of recovery: restarting from the Power button menu, a forced restart when the screen no longer responds, then resetting the scanner settings (Restore all defaults) or the remapped keys (Keyremap).

WHAT TO DO

1. Normal restart: hold down Power until the menu appears, then select Restart.
2. Frozen screen: hold down Power for about 8 seconds, until it restarts.
3. If only scanning is causing a problem, restore the scanner settings: Settings > Honeywell Settings > Scanning > Internal Scanner > Default profile, top-right menu, Restore all defaults.

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4. If a key no longer does what it should, clear the remappings: Settings > Honeywell Settings > Keyremap, clear icon, select the buttons (or All Select), Delete, then OK.
5. After a restart, check scanning in Scan Demo: see [the scanner does not scan](#).

The Honeywell user guide also describes two resets of the mobile computer, “Enterprise Data Reset” and “Erase All Data (Factory Reset)”, which erase data; their procedure could not be read for this guide and is therefore not covered here.

Sources: [CK65 Quick Start Guide](#)  – Quick Start Guide: CK65 (CK65-A-EN-QS-01 Rev M) · [Change the Scanner Settings](#)  – CK65 Series Mobile Computer powered by Android User Guide (CK65-A-EN-UG-01) · [Remap a Button or Key](#)  – CK65 Series Mobile Computer powered by Android User Guide (CK65-A-EN-UG-01) (official documentation).

Why does my Honeywell CK65 refuse to install an app or a configuration by barcode?

Symptoms: configuration barcode scanned with no effect after initial commissioning.

Short answer: After the initial configuration, the CK65 automatically disables Provisioning mode. Installing apps, certificates, configuration files or licences by barcode then remains restricted until you re-enable this mode in the Settings app.

LIKELY CAUSE

The quick start guide and the user guide specify that Provisioning mode is turned off as soon as the initial setup is complete, and that this mode governs installations by barcode scanning.

WHAT TO DO

1. On first start-up, the Welcome screen lets you scan a configuration barcode directly.
2. After that, re-enable Provisioning mode in the Settings app before scanning the barcode.
3. Leave the “Launch EZ Config” decoding in the scan profile enabled: it is what processes EZConfig Aztec barcodes.

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4. To prepare several mobile computers with the same basic configuration, the user guide also describes Wi-Fi Staging.

Sources: [CK65 Quick Start Guide](#) – Quick Start Guide: CK65 (CK65-A-EN-QS-01 Rev M) · [Scan Barcodes](#) – CK65 Series Mobile Computer powered by Android User Guide (CK65-A-EN-UG-01) · [Default Scan Settings](#) – CK65 Series Mobile Computer powered by Android User Guide (CK65-A-EN-UG-01) · [How to Configure the Computer](#) – CK65 Series Mobile Computer powered by Android User Guide (CK65-A-EN-UG-01) (official documentation).

My Honeywell CK65 will not start: start-up and Android updates

Powering on, first start-up and updating the system with the Honeywell tools.

Why will my Honeywell CK65 mobile computer not switch on?

Symptoms: black screen when Power is pressed, light off.

Short answer: The CK65 ships with a partially charged battery: charge it for at least 4 hours, then hold down the Power button for about 3 seconds before releasing it. Also check that the battery is an approved model, properly locked.

LIKELY CAUSE

The quick start guide and the user guide describe powering on: charged battery installed, press Power for about 3 seconds, then Welcome screen on first start-up.

WHAT TO DO

1. Install a charged battery and lock it by pressing on its bottom edge.
2. Hold down the Power button for about 3 seconds, then release it.
3. If nothing appears, charge the mobile computer for at least 4 hours and watch the light: see [the mobile computer does not charge](#).

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4. If the light is flashing red, see [battery error](#).
5. On first start-up, the Welcome screen appears: choose the language, tap Start, then scan a configuration barcode or choose manual configuration (Wi-Fi, date and time, device name, security).

Sources: [CK65 Quick Start Guide](#)  – Quick Start Guide: CK65 (CK65-A-EN-QS-01 Rev M) · [Power On the Computer](#)  – CK65 Series Mobile Computer powered by Android User Guide (CK65-A-EN-UG-01) (official documentation).

How do I update Android on my Honeywell CK65?

App: **HUpgrader** (Honeywell Upgrader).

Short answer: Honeywell provides the HUpgrader app, which searches for and installs system updates over the air (OTA) from a server. According to the Honeywell product page, the CK65 shipped with Android 10 can be upgraded to Android 14.

LIKELY CAUSE

The user guide lists HUpgrader and AutoInstall among the Honeywell apps on the mobile computer, and refers to the CK65 data sheet for the supported Android versions.

WHAT TO DO

1. Open HUpgrader to search for and install the system updates offered by your server.
2. To deploy apps or packages, AutoInstall automatically installs the .zip or .apk files placed in the autoinstall folders, at start-up or restart (AutoInstall Settings).
3. Check the target version: the product page states Android 10, upgradeable to Android 14.
4. For security patches, the product page mentions a Honeywell Sentinel service that extends updates for up to two years after the last Google patch.

Honeywell details the update procedure in its HUpgrader user guide (HUPGDR-A-EN-UG-01).

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Sources: [About Honeywell Applications](#)  – CK65 Series Mobile Computer powered by Android User Guide (CK65-A-EN-UG-01) · [Model Overview](#)  – CK65 Series Mobile Computer powered by Android User Guide (CK65-A-EN-UG-01) · [CK65 Handheld Computer | Honeywell](#)  – CK65 Ultra-Rugged Handheld Computer product page (official documentation).

Keypad, touch screen and beep on the Honeywell CK65: settings

Modifier keys, touch screen profiles and scan sound.

Why does the keypad on my Honeywell CK65 type symbols or letters instead of numbers?

Keypad light: orange or green on · Status bar: letter “a” (38-key keypad).

Short answer: An orange or green modifier key is active, or locked by a double press: the light of the same colour is on at the bottom of the keypad. Press the modifier key again to return to normal input.

LIKELY CAUSE

All CK65 keypads have orange and green modifier keys, indicated by two lights at the bottom of the keypad. A quick double press locks the modifier.

WHAT TO DO

1. Look at the lights at the bottom of the keypad: orange for the orange modifier, green for the green one.
2. Press the locked modifier key once to release it.
3. 38-key numeric keypad: one press of the orange key gives a letter, two presses lock letters (“a” in the status bar), one more press returns to numbers.

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4. 42-key numeric keypad: a letter is obtained by pressing the key quickly one to four times, depending on its position.
5. 53-key alphanumeric keypad: the Diamond key only opens the special character grid after “Use on-screen keyboard” has been enabled (Settings > System > Languages & input > Physical keyboard).
6. If a key launches another function, check Settings > Honeywell Settings > Keyremap.

Sources: [About the Keypad](#) · [Remap a Button or Key](#) – CK65 Series Mobile Computer powered by Android User Guide (CK65-A-EN-UG-01) (official documentation).

Why does the touch screen on my Honeywell CK65 not respond with gloves?

Symptoms: screen not very responsive with gloves, a stylus or a screen protector.

Short answer: Choose the appropriate profile in Settings > Honeywell Settings > Touch Screen Profile: Glove for gloves, Stylus for the stylus, Protector with a screen protector. Honeywell specifies that gloves must not be more than 2 mm thick.

LIKELY CAUSE

The user guide provides five touch screen profiles (Normal, Finger, Glove, Stylus, Protector), each suited to an input method.

WHAT TO DO

1. Open Settings > Honeywell Settings > Touch Screen Profile and choose the profile that matches your use.
2. Use gloves no more than 2 mm thick.
3. If the screen is too dark or too bright, adjust Adaptive brightness or the Brightness level slider in Settings > Display.
4. If the screen no longer responds at all, do a forced restart: see [restarting the CK65](#).

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5. The screen locks at start-up and when waking from sleep: swipe up from the bottom to unlock it.

Sources: [Unlock the Screen](#)  – CK65 Series Mobile Computer powered by Android User Guide (CK65-A-EN-UG-01) · [Configure the Screen Backlight](#)  – CK65 Series Mobile Computer powered by Android User Guide (CK65-A-EN-UG-01) · [CK65 Quick Start Guide](#)  – Quick Start Guide: CK65 (CK65-A-EN-QS-01 Rev M) (official documentation).

Why does my Honeywell CK65 no longer beep when it scans a barcode?

Beeps: none on scanning · Scan light: green.

Short answer: Turn up the “scanbeep” volume in Settings > Sound & vibration, then check the “Good Read Notification” setting in the scan profile, which is enabled by default. This setting controls the green flash, the short beep and, optionally, a vibration.

LIKELY CAUSE

The CK65 has a volume slider specific to the scan beep (scanbeep), separate from the media, call, ringtone and alarm volumes. Scan notifications are set per scan profile.

WHAT TO DO

1. Open Settings > Sound & vibration and adjust the scanbeep slider.
2. In the scan profile > Notification settings, check that Good Read Notification is enabled; a custom sound file can be chosen there.
3. To be notified of failed reads, enable Bad Read Notification (disabled by default): red light and error beep.
4. For silent feedback, enable Vibrate On Notification (disabled by default).

Sources: [About the Audio Features](#)  · [Default Scan Settings](#)  – CK65 Series Mobile Computer powered by Android User Guide (CK65-A-EN-UG-01) (official documentation).

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Extreme cold and microSD card on the Honeywell CK65: other problems

Heaters on Cold Storage models and installing a memory card.

Why do the screen and scan window on my Honeywell CK65 Cold Storage stay frosted?

Status bar: snowflake icon, then heater icon.

Short answer: CK65 Cold Storage units heat the screen and the scan window when leaving the cold, in automatic mode by default; with the factory settings, defrosting generally takes a minute at most. The heaters do not come on if the mobile computer leaves the cold before the Chill timer has expired, or below 25% battery.

LIKELY CAUSE

The user guide describes the heaters on Cold Storage models (snowflake on the front): detection of entering and leaving the cold by sensors and timers, snowflake icon when the Chill timer expires, then heater icon during defrosting.

Caution: Dry the contacts (frost, dew, fog) before placing the mobile computer or the battery on an accessory, and never store a CK65 without a battery in a cold environment.

WHAT TO DO

1. Check for the snowflake on the front: only Cold Storage models have heaters.
2. Settings > Honeywell Settings > Heater: leave the mode on Automatic; in Manual mode, you switch the heaters on and off yourself.
3. Recharge or change the battery: below the Low battery threshold (25% by default), the heaters stop.

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4. Enable Preemptive Heating to preheat before leaving the cold: Honeywell states that this reduces defrosting, frost and condensation, at the cost of slightly shorter battery life.
5. Below -30 °C for more than an hour, temporary readability problems may occur.

Source: [About CK65 Cold Storage Models](#) – CK65 Series Mobile Computer powered by Android User Guide (CK65-A-EN-UG-01) (official documentation).

Why does my microSD card not work in my Honeywell CK65?

Symptoms: new card unusable, data inaccessible.

Short answer: Honeywell asks you to format the card before its first use and recommends industrial-grade SLC microSD or microSDHC cards. Always switch off the mobile computer before inserting or removing a card; the CK65 accepts cards of up to 512 GB.

LIKELY CAUSE

The user guide and the quick start guide describe inserting the card under the battery, with the mobile computer switched off, and recommend industrial-grade SLC cards.

WHAT TO DO

1. Save your work, hold down Power and tap Power off.
2. Release the hand strap, push the battery latch and remove the battery.
3. Press on the hinge of the access door and lift the other end.
4. Slide the card holder, lift it, insert the card with the contacts facing outwards, then close and lock the holder.
5. Close the door, refit the battery and the hand strap, then switch back on.
6. Format the card before using it for the first time.

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Sources: [Insert a microSD Card](#) – CK65 Series Mobile Computer powered by Android User Guide (CK65-A-EN-UG-01) · [Model Overview](#) – CK65 Series Mobile Computer powered by Android User Guide (CK65-A-EN-UG-01) · [CK65 Quick Start Guide](#) – Quick Start Guide: CK65 (CK65-A-EN-QS-01 Rev M) (official documentation).

When should you call a technician for a Honeywell CK65 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 battery light:** If the light keeps flashing red with an approved Honeywell battery in good health, Honeywell refers you to its technical support portal, which brings together the knowledge base and incident reporting.
- **Damaged CK65 NI or ATEX:** Honeywell asks for the mobile computer to be inspected before any use in a hazardous area and specifies that replacing a component may impair its suitability for these areas: do not repair it yourself.

Avoiding recurring faults on the Honeywell CK65 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

Wi-Fi coverage audit

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Recommended every 18 to 24 months, for removable batteries.

Installation, coverage survey (site survey) and improvement.

General check of the devices

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

Security patch updates

Installation of Android updates, where feasible.

Inventory of the fleet under contract

Type, configuration and IP address of each device.

Training and skills transfer

Transfer of technical skills on using the equipment.

Detailed report

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 CK65 mobile computer troubleshooting: frequently asked questions

How do I restart a frozen Honeywell CK65?

Hold down the Power button for about 8 seconds: the CK65 restarts, even if the touch screen no longer responds. If the screen responds, hold down Power until the menu appears and tap Restart. If only scanning or a key is causing a problem, reset the scanner or key settings to their default values. [See the detailed entry.](#)

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Why is the light on my Honeywell CK65 flashing red?

With the factory light setting (Honeywell Battery LED), the Honeywell user guide associates flashing red with a battery error. If the “Default Battery LED” setting has been chosen (Settings > Honeywell Settings > Battery LED), flashing red when not on power only signals a battery below 15%. Otherwise, check that the battery is a Honeywell model intended for the CK65 and that its contacts are dry, then check its state of health in Battery Optimizer. [See the detailed entry.](#)

What does the orange light on the Honeywell CK65 mean?

When not on power, a flashing orange light signals a charge below 15%. On power, solid orange indicates charging in progress between 0 and 60%, before flashing green (60 to 95%) and then solid green (over 95%). [See the detailed entry.](#)

How long does it take to charge a Honeywell CK65?

The CK65 charges on CK3 Series charging accessories or on the CK65 bases, with the battery installed, for at least 4 hours for the first charge. Using it while charging lengthens the time. [See the detailed entry.](#)

Can you change the battery in a Honeywell CK65 without switching it off?

Yes. Honeywell allows hot swapping if the CK65 has been switched on for at least 4 minutes and the new battery is inserted within 30 seconds. The safest option is the Swap Battery mode in the Power menu, which puts the mobile computer into a low-power state for the duration of the swap. [See the detailed entry.](#)

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Why does my Honeywell CK65 not scan some barcodes?

According to Honeywell, a red scan light signals a failed read: first check that the barcode's symbology is enabled in the scan profile. Then aim at a slight angle to avoid reflections, with the aiming beam centred on the barcode. [See the detailed entry.](#)

Which battery should I use in a Honeywell CK65?

The quick start guide only authorises the Honeywell CK65-BTSC, AB17, AB18, 1001AB01 and CK65-BTCS (Cold Storage) lithium-ion batteries. The NI and ATEX models only accept the 318-063-003 battery. [See the detailed entry.](#)

Why does my Honeywell CK65 not appear on the PC over USB?

USB file transfer is disabled by default on the CK65. Once the mobile computer is connected, open the Android System notification in the notification panel and choose File Transfer or PTP. [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.

- [User Guide CK65 Series Mobile Computer powered by Android™](#)  – CK65 Series Mobile Computer powered by Android User Guide (CK65-A-EN-UG-01) **official**
- [CK65 Quick Start Guide](#)  – Quick Start Guide: CK65 (CK65-A-EN-QS-01 Rev M) **official**
- [CK65 Mobile Computer for use in Hazardous Locations Quick Start Guide](#)  – Quick Start Guide: CK65 NI/ATEX (CK65-HZ-A-EN-QS-01 Rev J) **official**

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- [CK65 Universal Accessories User Guide](#)  – CK65 Universal Accessories (CK65-CB, CK65-NB) User Guide (CK65-UV-EN-UG-01 Rev A) **official**
- [CK65/CK3X/CK3R Mobile Computer Accessories Guide](#)  – CK65/CK3X/CK3R Mobile Computer Accessories Guide (Rev K) **official**
- [CK65/CK67 Mobile Computer Accessories Guide](#)  – CK65/CK67 Mobile Computer Accessories Guide (Rev A) **official**
- [CK65 Mobile Computer](#)  – Regulatory Sheet: CK65 (CK65-ML-RS-07 Rev A) **official**
- [Battery Pack Information](#)  – AB17/AB18 Battery Information (943-175-009 Rev A) **official**
- [Battery Maintenance for Portable Devices](#)  – White Paper: Battery Maintenance for Portable Devices **official**
- [CK65 Handheld Computer | Honeywell](#)  – CK65 Ultra-Rugged Handheld Computer product page **official**
- [Enterprise Browser for Honeywell Mobile Devices powered by Android™ User Guide](#)  – Enterprise Browser User Guide (935-098-007 Rev B) **official**
- [Developer Options](#)  – Application Brief: Developer Options on Honeywell Mobile Computers with Android OS (HDO-A-EN-AB-01 Rev A) **official**

The pages of the CK65 user guide beyond about page 68 (chapters 5 to 7, including Wi-Fi, Enterprise Data Reset, Factory Reset, repairs and specifications), the instructions for the AD20 and AD21/AD22 cradles and the AC20 charger, the CK6X Battery Chargers guide, the Android Network and Security, HUpgrader, Dolphin Power Tools, Scanner Edge and Enterprise Provisioner guides, the Security Guide, the cleaning guide, the CK65-BTSC information sheet, the knowledge base articles (Frequently Asked Questions: CK65, How to Access Bootloader Menu on CK65?, How to perform a Factory Reset or Enterprise Reset on a Mobility Edge device?) and support.honeywellaidc.com 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 CK65](#)
- 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](#), [CK62](#), [CK67](#), [CK75](#), [ScanPal EDA61K](#))

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- [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/ck65>, updated on 21 October 2026.

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