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TROUBLESHOOTING GUIDE

Honeywell CK67 troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Honeywell documentation, CK67 Series powered by Android Quick Start Guide (CK67-A-EN-QS-01 Rev D) and CK67 Accessories Universal and Standard User Guide (CK67-UV-EN-UG-01 Rev E) (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the Honeywell CK67 product page →

In brief. The Honeywell CK67 is an ultra-rugged Android mobile computer with a physical keypad, shipped with Android 14 with upgrades guaranteed up to Android 18, with Wi-Fi 6E and, on the CK67X1N, 5G. It comes in standard, Cold Storage and NI/ATEX versions, and reuses some of the CK65's cradles and mounts, but not its batteries. Honeywell places emphasis on charging (3 hours minimum, amber, green or red cradle light) and on hot swapping, supported by an internal battery for 60 seconds at most. This guide also covers forced restart, Provisioning mode, scanning, Ethernet cradles and ATEX precautions. Click a question to open the entry.

- **The cradle light is red or amber:** find the signal in the [lookup table](#) and open the matching entry.
- **The mobile computer switches off during a battery change:** see [the internal hot swap battery](#) and [swapping in a cold room](#).

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- **The mobile computer no longer scans or has no network:** see [the scanner does not scan](#), [the Ethernet cradle](#) and [Wi-Fi](#).
- **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 CK67 mean? Find the cause by signal

The public CK67 documentation details the battery light on the Home Base and 5-bay cradles, as well as some of the mobile computer's screens. The table links each signal to its cause and to the entry that resolves it.

Signal or message	Light (Honeywell guide)	Likely cause	Entry
Home Base, Ethernet Home Base or 5-bay base	● solid amber	Battery charging, cradle powered	Cradle lights
Home Base, Ethernet Home Base or 5-bay base	● solid green	Battery fully charged	Cradle lights
Home Base, Ethernet Home Base or 5-bay base	● solid red	Charging fault, for example overheating	Red cradle light
Quad Charge Base or Net Base	—	No light described: follow charging on the mobile computer	Cradle lights

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Signal or message	Light (Honeywell guide)	Likely cause	Entry
Welcome screen at start-up	—	First start-up: configuration by barcode or wizard	<u>Start-up</u>
Android System notification (USB cable connected)	—	USB mode to choose: File Transfer or PTP	<u>USB transfer</u>

The light states come from the CK67 Accessories Universal and Standard guide (CK67-UV-EN-UG-01 Rev E), which specifies that the 5-bay base light depends on the model. The quick start guides name the mobile computer's lights (battery and notifications, scan, keypad) without detailing their colours. A dash indicates that the page consulted does not specify a light.

Red light on the Honeywell CK67 cradle: causes and solutions

The charging fault signalled by the CK67 Home Base and 5-bay bases.

Why does the battery light on my Honeywell CK67 cradle stay red?

Cradle battery light (Home Base, Ethernet Home Base or 5-bay base): solid red.

Short answer: According to the CK67 accessories guide, solid red indicates a charging fault, overheating being the example given. Place the cradle in a room that matches its operating range, check that it is powered by the original Honeywell power supply, then restart charging.

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LIKELY CAUSE

The CK67 Accessories Universal and Standard guide documents three states for the battery light on the Home Base and 5-bay bases: green, amber and red. Red corresponds to a charging fault, for example an excessive temperature.

Caution: Connect only a UL-listed power supply qualified by Honeywell. According to the CK67 guide, accessories from another brand or wet components can cause damage that the warranty does not cover.

WHAT TO DO

1. Check the ambient temperature: -10 °C to 50 °C for the Home Base, Charge Base and Net Base, 0 °C to 45 °C for the 5-bay base.
2. Check the power supply: 12 V / 3 A for the Home Base and Ethernet Home Base, 12 V / 7 A for the Charge Base and Net Base, 12 V / 8 A for the 5-bay base.
3. On a 5-bay base with a battery charger, check that the charger is installed in the intended position, tilted to the left and then pushed in until it clicks.
4. Make sure that the mobile computer, the battery and the cradle are dry.
5. Remove and replace the mobile computer or the battery, and check that the light turns amber.

When to call a technician: if the red persists in a room at the right temperature with the Honeywell power supply: the CK67 documentation refers you to the Honeywell technical support portal.

Sources: [User Guide CK67 Series Accessories Universal and Standard](#)  – User Guide: CK67 Accessories Universal and Standard (CK67-UV-EN-UG-01 Rev E) · [CK67 Series powered by Android™ Quick Start Guide](#)  – Quick Start Guide: CK67 (CK67-A-EN-QS-01 Rev D) (official documentation).

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My Honeywell CK67 does not scan a barcode: causes and solutions

Symbologies, reflections, scan buttons and DPM licence.

Why does the scanner on my Honeywell CK67 not decode some barcodes?

Symptoms: one type of barcode is never scanned, or scanning is hampered by reflections.

Short answer: Not all symbologies are enabled out of the box on the CK67: if a barcode does not scan, Honeywell advises enabling the right symbology in the application settings. Test with Scan Demo, holding the mobile computer at a slight angle.

LIKELY CAUSE

The CK67 quick start guides attribute common scanning failures to a symbology that is not enabled and to reflections. According to the data sheet, the FlexRange engine scans from about 8 cm to 30 m; direct part marking (DPM) requires a licence.

Caution: The quick start guide indicates a laser safety label on the back of the CK67: follow the instructions on it.

WHAT TO DO

1. From the home screen, swipe up, then open Demos > Scan Demo.
2. Tilt the mobile computer slightly to avoid reflections.
3. Tap Scan on the screen or hold down one of the three scan buttons (right, left or front).
4. If Scan Demo scans the barcode but your application does not, enable the symbology in the application settings.
5. For direct part markings, check that the DPM licence is installed.

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Sources: [CK67 Series powered by Android™ Quick Start Guide](#) [↗](#) – Quick Start Guide: CK67 (CK67-A-EN-QS-01 Rev D) · [CK67 Mobile Computer for use in Hazardous Locations](#) [↗](#) – Quick Start Guide: CK67 NI/ATEX (CK67-HZ-A-EN-QS-01 Rev C) · [CK67 Ultra-Rugged 5G Mobile Device Datasheet](#) [↗](#) – CK67 Ultra-Rugged Mobile Device Datasheet (Rev E) (official documentation).

USB, Ethernet, 5G and Wi-Fi on the Honeywell CK67: connection

File transfer, Ethernet cradles, mobile network and Wi-Fi 6E.

Why does my Honeywell CK67 not show up in my PC's file explorer?

Message: **Android System** notification after connecting the USB-C cable.

Short answer: After connecting the CK67, open the notification panel, tap the “Android System” notification twice and select File Transfer or PTP. If folders are then missing, Provisioning mode is disabled.

LIKELY CAUSE

The quick start guide describes USB synchronisation and specifies that some folders are hidden when Provisioning mode is disabled.

WHAT TO DO

1. Connect the CK67 to the PC with a USB Type A to USB-C cable, or via the USB client port of a Home Base.
2. Swipe down from the top of the screen to display the notifications.
3. Tap Android System twice, then choose File Transfer or PTP.
4. If the CK67 is placed on an Ethernet Home Base connected to a PC via USB, the base's Ethernet does not work in the meantime: see [cradle Ethernet network](#).

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Sources: [CK67 Series powered by Android™ Quick Start Guide](#)  – Quick Start Guide: CK67 (CK67-A-EN-QS-01 Rev D) · [User Guide CK67 Series Accessories Universal and Standard](#)  – User Guide: CK67 Accessories Universal and Standard (CK67-UV-EN-UG-01 Rev E) (official documentation).

Why does my Honeywell CK67 have no network on its Ethernet cradle?

Symptoms: no wired network connection on an Ethernet Home Base or a Net Base.

Short answer: The CK67 accessories guide specifies that Ethernet communication is not supported when a USB cable connects the Ethernet cradle to a host computer. Disconnect this USB cable and check the network cable on the cradle's RJ45 port.

LIKELY CAUSE

Only some CK67 cradles have a network port: the Ethernet Home Base (CK67-EB-UVN or -UVB) has one, the quad Net Base (CK67-NB-UVN or -UVB) has two RJ45 ports. The plain Home Base and Charge Base only charge.

WHAT TO DO

1. Check the cradle model: EB (Ethernet Home Base) or NB (Net Base) for the wired network.
2. Disconnect any USB cable connecting the cradle to a computer.
3. Check the network cable on the RJ45 port.
4. Check the cradle's power supply: 12 V / 3 A for the Ethernet Home Base, 12 V / 7 A for the Net Base.
5. Place the mobile computer with its battery in the appropriate cup (with or without a case).

Sources: [User Guide CK67 Series Accessories Universal and Standard](#)  – User Guide: CK67 Accessories Universal and Standard (CK67-UV-EN-UG-01 Rev E) · [CK65/CK67 Mobile Computer Accessories Guide](#)  – CK65/CK67 Mobile Computer Accessories Guide (Rev A) (official documentation).

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Why does my Honeywell CK67 have no 5G network?

Symptoms: no mobile network, SIM card not detected.

Short answer: The CK67X0N has no mobile network radio: only the CK67X1N connects over 5G or LTE. It is activated with a nano-SIM or an eSIM, to be installed with the mobile computer switched off.

LIKELY CAUSE

The quick start guide distinguishes between the two regulatory models, the CK67X0N without WWAN and the CK67X1N; the data sheet states 5G NSA and SA, LTE Advanced, an eSIM and a nano-SIM slot.

WHAT TO DO

1. Read the model on the label: CK67X1N for the mobile network version.
2. Switch off the mobile computer before inserting or removing the nano-SIM, under the microSD/nano-SIM door.
3. With an eSIM, activation is done without a physical card.
4. Do not handle the SIM during a battery hot swap.

Sources: [CK67 Series powered by Android™ Quick Start Guide](#) – Quick Start Guide: CK67 (CK67-A-EN-QS-01 Rev D) · [CK67 Ultra-Rugged 5G Mobile Device Datasheet](#) – CK67 Ultra-Rugged Mobile Device Datasheet (Rev E) (official documentation).

Why can my Honeywell CK67 not find my Wi-Fi network?

Symptoms: access point missing from the list or authentication refused.

Short answer: The CK67 is Wi-Fi 6E certified: IEEE 802.11 a/b/g/n/ac/ax on 2.4, 5 and 6 GHz, with WPA, WPA2 and WPA3 security. Check that your access point broadcasts on one of these bands with a supported security type.

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LIKELY CAUSE

The CK67 data sheet and product page describe a tri-band 2x2 MU-MIMO Wi-Fi radio.

WHAT TO DO

1. Check the access point's band: 2.4, 5 or 6 GHz.
2. Check the network security: WPA, WPA2 or WPA3.
3. For a new mobile computer, configure the network from the Welcome screen, by barcode or with the wizard.

Honeywell describes the Wi-Fi menus in the CK67 user guide and in its Android Network and Security guide, which are accessible with an account.

Sources: [CK67 Ultra-Rugged 5G Mobile Device Datasheet](#)  – CK67 Ultra-Rugged Mobile Device Datasheet (Rev E) · [CK67 Rugged Mobile Computer | Honeywell](#)  – CK67 Ultra-Rugged Mobile Computer product page · [CK67 Series powered by Android™ Quick Start Guide](#)  – Quick Start Guide: CK67 (CK67-A-EN-QS-01 Rev D) (official documentation).

My Honeywell CK67 will not charge or switches off: battery and power

3-hour charging, internal hot swap battery, extreme cold, CK67 batteries and NI/ATEX precautions.

What does the amber light on my Honeywell CK67 cradle mean?

Cradle battery light: solid amber, then solid green.

Short answer: On the CK67 Home Base and 5-bay bases, solid amber signals a battery charging and solid green a full battery, with the cradle connected to the mains. The quad Charge Base and Net Base have no light described: in that case, follow charging on the mobile computer's screen.

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LIKELY CAUSE

The CK67 accessories guide describes the battery light on the Home Base and 5-bay bases, without flashing; it specifies that the 5-bay base light depends on the model.

WHAT TO DO

1. Solid amber: battery connected to external power and charging.
2. Solid green: battery connected to external power and fully charged.
3. Solid red: charging fault, see [red cradle light](#).
4. On a Charge Base or a Net Base, check the battery icon in the CK67's status bar.

Source: [User Guide CK67 Series Accessories Universal and Standard](#)  – User Guide: CK67 Accessories Universal and Standard (CK67-UV-EN-UG-01 Rev E) (official documentation).

Why will my Honeywell CK67 not charge?

Symptoms: battery percentage stuck in the cradle or on the USB-C cable.

Short answer: The CK67 does not charge if its battery is not installed, nor if the source delivers less current than it consumes. Use a CK67 Series charging accessory and allow at least 3 hours; on a computer, the USB port must supply at least 5 V and 0.5 A.

LIKELY CAUSE

The quick start guide sets a minimum charge of 3 hours with a CK67 Series accessory, for a battery that ships partially charged. It specifies that a mobile computer drawing more current than the source supplies does not charge, and that using it while charging lengthens the time.

Caution: Honeywell recommends its own accessories and mains adapters, and requires all components to be dry before combining the mobile computer, battery and accessories.

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WHAT TO DO

1. Install the battery before placing the CK67 in the cradle: the Home Base and quad bases do not charge a mobile computer without a battery.
2. Use the CK67-USBC-2PD USB Type A to USB-C cable or a CK67 cradle; on a computer, check that the port delivers at least 5 V and 0.5 A.
3. Limit use of the mobile computer while it is charging.
4. Check that the cup matches the mobile computer: CK67-UCP-N for a CK67 without a case, CK67-UCP-B with the CK67-PB-1 case.
5. The data sheet states USB-C charging compatible with Quick Charge 3.0.

Sources: [CK67 Series powered by Android™ Quick Start Guide](#) – Quick Start Guide: CK67 (CK67-A-EN-QS-01 Rev D) · [User Guide CK67 Series Accessories Universal and Standard](#) – User Guide: CK67 Accessories Universal and Standard (CK67-UV-EN-UG-01 Rev E) · [CK65/CK67 Mobile Computer Accessories Guide](#) – CK65/CK67 Mobile Computer Accessories Guide (Rev A) · [CK67 Ultra-Rugged 5G Mobile Device Datasheet](#) – CK67 Ultra-Rugged Mobile Device Datasheet (Rev E) (official documentation).

Why does my Honeywell CK67 switch off during a battery change?

Symptoms: mobile computer shuts down during a hot swap, especially after several swaps in quick succession.

Short answer: The CK67 keeps running during the swap thanks to an internal battery, recharged by the main battery. It must be charged and the new battery inserted in less than 60 seconds; several consecutive swaps in a short time can drain it.

LIKELY CAUSE

According to the quick start guide, hot swapping on the CK67 relies on an internal battery that cannot be replaced by the user, which provides limited power during the operation.

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WHAT TO DO

1. Keep a charged battery ready before removing the old one.
2. Insert it in less than 60 seconds.
3. Avoid swapping repeatedly: let the main battery recharge the internal battery between two replacements.
4. Do not insert or remove a microSD card or nano-SIM during a hot swap.
5. If the mobile computer has switched off, switch it back on by holding down Power for about 3 seconds.

Sources: [CK67 Series powered by Android™ Quick Start Guide](#)  – Quick Start Guide: CK67 (CK67-A-EN-QS-01 Rev D) · [CK67 Mobile Computer for use in Hazardous Locations](#)  – Quick Start Guide: CK67 NI/ATEX (CK67-HZ-A-EN-QS-01 Rev C) (official documentation).

How do I change the battery in my Honeywell CK67 Cold Storage in a cold room?

Symptoms: battery swap to be carried out on an extreme cold model, in a very cold environment.

Short answer: CK67 Cold Storage units accept hot swapping down to -25 °C. Below that, Honeywell asks you to take the mobile computer out of the cold room for at least 5 minutes before changing the battery.

LIKELY CAUSE

The quick start guide sets a temperature limit for hot swapping on Cold Storage models. The data sheet gives these models an operating range of -30 °C to 50 °C, compared with -20 °C to 50 °C for the standard models.

WHAT TO DO

1. Check the temperature of the area: at -25 °C or above, the swap is done on the spot.
2. Below -25 °C, take the CK67 out of the cold room for at least 5 minutes.
3. Use the battery intended for these models: CK67-BTCS-001.

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4. Observe the usual conditions: internal battery charged and insertion in less than 60 seconds, see [battery swap](#).

Sources: [CK67 Series powered by Android™ Quick Start Guide](#) [↗](#) – Quick Start Guide: CK67 (CK67-A-EN-QS-01 Rev D) · [CK67 Ultra-Rugged 5G Mobile Device Datasheet](#) [↗](#) – CK67 Ultra-Rugged Mobile Device Datasheet (Rev E) · [CK65/CK67 Mobile Computer Accessories Guide](#) [↗](#) – CK65/CK67 Mobile Computer Accessories Guide (Rev A) (official documentation).

Why are the batteries from my old CK65 not suitable for my Honeywell CK67?

CK67 part numbers: [CK67-BTSC-001](#) , [CK67-BTCS-001](#) , [CK67-BTHA-001](#) .

Short answer: The CK65/CK67 accessories guide assigns the CK67 its own 7000 mAh batteries: CK67-BTSC-001 (standard), CK67-BTCS-001 (Cold Storage) and CK67-BTHA-001 (NI/ATEX). The CK65's 318 series batteries are not listed there for the CK67, but several cradles, cups and vehicle mounts are shared.

LIKELY CAUSE

The CK67 reuses accessories from the CK65, but not its batteries: the accessories guide lists the CK65's 318 batteries and the CK67-BT series separately.

WHAT TO DO

1. Read the battery part number: only the CK67-BT series is intended for the CK67.
2. Choose the battery according to the version: BTSC for the standard model, BTCS for the Cold Storage model, BTHA for the NI/ATEX model.
3. Shared accessories according to Honeywell: CK67-UCP-N and CK67-UCP-B cups (for the CK67 and CK65), 203-879-003 handle, vehicle mount and vehicle dock.
4. The CK67 Accessories guide also lists the CK65-CB-UVN and CK65-NB-UVN bases and the AD20 single cradle as compatible.
5. To charge CK67 batteries on their own, the guide refers you to the CK6X-BC-4BAY and CK6X-BC-16BAY chargers.

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Sources: [CK65/CK67 Mobile Computer Accessories Guide](#)  – CK65/CK67 Mobile Computer Accessories Guide (Rev A) · [User Guide CK67 Series Accessories Universal and Standard](#)  – User Guide: CK67 Accessories Universal and Standard (CK67-UV-EN-UG-01 Rev E) (official documentation).

Why does the battery in my Honeywell CK67 not last as long?

Symptoms: battery life decreasing over the months.

Short answer: A lithium-ion battery loses capacity with cycles: Honeywell generally counts 300 to 500 full cycles. Recharge before 30% and avoid dropping below 10%; replace the battery if its health falls below 70% or after about two years.

LIKELY CAUSE

The data sheet describes the CK67 battery as a smart battery with built-in diagnostic tools. The Honeywell white paper on battery maintenance details normal wear and replacement thresholds.

Caution: Do not leave a battery in contact with metal parts, water or a heat source, and do not charge it near flammable materials. If a charging battery heats up abnormally, smokes or smells, move away and alert the safety officers.

WHAT TO DO

1. Recharge the battery as soon as it drops below 30%; do not let it drop below 10%.
2. Let a cold or hot battery return to room temperature before charging it, in a ventilated place, out of the sun.
3. Rely on the mobile computer's display for the charge level: according to Honeywell, it is the most reliable indicator.
4. Replace the battery if its state of health is below 70%, if a new battery restores battery life, if it is deformed or swollen, or if its surface exceeds 60 °C.

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Sources: [CK67 Ultra-Rugged 5G Mobile Device Datasheet](#)  – [CK67 Ultra-Rugged Mobile Device Datasheet \(Rev E\)](#) · [Battery Maintenance for Portable Devices](#)  – White Paper: Battery Maintenance for Portable Devices (official documentation).

Why must my Honeywell CK67 ATEX not be charged in a hazardous area?

Symptoms: NI or ATEX model (yellow markings) used or recharged in a hazardous area.

Short answer: For the CK67 NI and ATEX, Honeywell only allows the battery to be changed and charged in an area known to be non-hazardous, using only the 318-063-013 battery. In the hazardous area, the connector cover (I/O cover) stays fitted and no cable is connected or disconnected while powered.

LIKELY CAUSE

The CK67 quick start guide for hazardous locations restricts charging, battery swapping and any connection to safe areas. It requires the I/O cover to be removed to place the mobile computer in a charging cradle, which can therefore only be done outside the hazardous area.

Caution: Improper replacement of the battery can cause burns, fire or explosion. Dispose of used batteries in accordance with local regulations.

WHAT TO DO

1. Identify the model: the CK67 NI and ATEX have yellow markings and a battery with specific labelling.
2. Regularly inspect the mobile computer before taking it into a hazardous area.
3. Outside the hazardous area only: remove the I/O cover, place the mobile computer in the cradle or change the battery.
4. Refit the I/O cover and lock the battery before returning to the hazardous area.
5. Do not take a charger or a spare battery into the hazardous area.

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6. Protect the mobile computer from violent impacts, permanent UV exposure and strong electrostatic discharges.

When to call a technician: if a CK67 NI or ATEX shows damage on inspection: Honeywell requires this inspection before use in a hazardous area and warns that substituting a component may impair the mobile computer's suitability; have it checked instead of repairing it.

Sources: [CK67 Mobile Computer for use in Hazardous Locations](#) – Quick Start Guide: CK67 NI/ATEX (CK67-HZ-A-EN-QS-01 Rev C) · [CK65/CK67 Mobile Computer Accessories Guide](#) – CK65/CK67 Mobile Computer Accessories Guide (Rev A) · [CK67 Ultra-Rugged 5G Mobile Device Datasheet](#) – CK67 Ultra-Rugged Mobile Device Datasheet (Rev E) (official documentation).

Honeywell CK67 frozen or installation barcode ignored: what should I do?

Forced restart and Provisioning mode.

How do I force my frozen Honeywell CK67 to restart?

Symptoms: touch screen not responding.

Short answer: Keep the Power button pressed for about 8 seconds: the CK67 restarts even if the screen no longer responds. When the screen responds, use Restart instead, in the menu that opens when you hold down Power.

LIKELY CAUSE

The quick start guide provides for two restarts: from the Power button menu, and a forced restart with a long press when the touch screen is frozen.

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WHAT TO DO

1. Screen working: hold down Power until the options menu appears, then tap Restart.
2. Screen frozen: hold down Power for about 8 seconds.
3. If the screen only turns off after a delay, this is sleep mode: see [sleep mode](#).
4. Once restarted, check scanning in Scan Demo.

The advanced resets for the CK67 are described in its user guide (CK67-A-EN-UG-01), which requires a Honeywell account to access: they are not covered here.

Sources: [CK67 Series powered by Android™ Quick Start Guide](#) [↗](#) – Quick Start Guide: CK67 (CK67-A-EN-QS-01 Rev D) · [CK67 Mobile Computer for use in Hazardous Locations](#) [↗](#) – Quick Start Guide: CK67 NI/ATEX (CK67-HZ-A-EN-QS-01 Rev C) (official documentation).

Why does my Honeywell CK67 ignore an app installation barcode?

Symptoms: installation, certificate, configuration or licence barcode scanned with no result.

Short answer: Provisioning mode is automatically disabled at the end of the CK67's initial configuration. Barcode installations (apps, certificates, configurations, licences) are then limited: enable Provisioning mode in Settings before scanning.

LIKELY CAUSE

According to the quick start guide, Provisioning mode governs installations by barcode scanning and the display of certain folders during a USB transfer.

WHAT TO DO

1. Open the Settings app and enable Provisioning mode.
2. Scan the installation or configuration barcode.
3. For a new mobile computer, the configuration barcode can be scanned directly from the Welcome screen.

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Sources: [CK67 Series powered by Android™ Quick Start Guide](#) – Quick Start Guide: CK67 (CK67-A-EN-QS-01 Rev D) · [CK67 Mobile Computer for use in Hazardous Locations](#) – Quick Start Guide: CK67 NI/ATEX (CK67-HZ-A-EN-QS-01 Rev C) (official documentation).

My Honeywell CK67 will not switch on: causes and solutions

First charge, switching on and the Welcome screen.

Why does my Honeywell CK67 stay off?

Symptoms: no response when the Power button is pressed.

Short answer: The CK67 battery ships partially charged: leave the mobile computer on a CK67 charging accessory for at least 3 hours, then press Power for about 3 seconds. The first start-up opens the Welcome screen, which offers a configuration barcode or the wizard.

LIKELY CAUSE

The quick start guide describes switching on the CK67 and the initial setup, after which Provisioning mode turns off automatically.

WHAT TO DO

1. Check that the battery is in place and locked.
2. Charge the CK67 for at least 3 hours: see [the CK67 does not charge](#).
3. Hold down Power for about 3 seconds, then release it.
4. If the mobile computer switched off during a battery swap, see [internal battery drained](#).
5. On the Welcome screen, scan your configuration barcode or follow the wizard.

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Source: [CK67 Series powered by Android™ Quick Start Guide](#) – Quick Start Guide: CK67 (CK67-A-EN-QS-01 Rev D) (official documentation).

The screen on my Honeywell CK67 locks: sleep mode

Screen timeout and waking the mobile computer.

Why does the screen on my Honeywell CK67 lock by itself?

Symptoms: screen off and locked after a pause.

Short answer: The CK67 turns off the screen and locks itself after a period of inactivity, to save the battery. Set this timeout in Settings > Display > Screen Timeout, and wake the mobile computer with a short press on Power.

LIKELY CAUSE

The quick start guide describes the screen timeout as a power-saving feature.

WHAT TO DO

1. Swipe up to display the apps, then open Settings > Display > Screen Timeout.
2. Select a longer time.
3. To wake from sleep, briefly press Power.

Sources: [CK67 Series powered by Android™ Quick Start Guide](#) – Quick Start Guide: CK67 (CK67-A-EN-QS-01 Rev D) · [CK67 Mobile Computer for use in Hazardous Locations](#) – Quick Start Guide: CK67 NI/ATEX (CK67-HZ-A-EN-QS-01 Rev C) (official documentation).

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microSD card on the Honeywell CK67: other problems

Precautions for installing and formatting the memory card.

Why is my microSD card not recognised by my Honeywell CK67?

Symptoms: new card unusable.

Short answer: Format the card before its first use and preferably choose an industrial-grade SLC microSD or microSDHC card, as Honeywell recommends. Always install it with the mobile computer switched off, never during a battery swap.

LIKELY CAUSE

The CK67 quick start guide gives these precautions for the memory card; the data sheet accepts microSD cards of up to 2 TB.

WHAT TO DO

1. Switch off the CK67: hold down Power, then tap Power off.
2. Open the microSD/nano-SIM door on the back.
3. Insert the card, close the door and switch back on.
4. Format the card when you first use it.

Sources: [CK67 Series powered by Android™ Quick Start Guide](#)  – Quick Start Guide: CK67 (CK67-A-EN-QS-01 Rev D) · [CK67 Ultra-Rugged 5G Mobile Device Datasheet](#)  – CK67 Ultra-Rugged Mobile Device Datasheet (Rev E) (official documentation).

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When should you call a technician for a Honeywell CK67 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 red persists in a room at the right temperature with the Honeywell power supply, the CK67 documentation refers you to the Honeywell technical support portal.
- **Damaged CK67 NI or ATEX:** Honeywell requires an inspection before use in a hazardous area and warns that substituting a component may impair the mobile computer's suitability: have it checked instead of repairing it.

Avoiding recurring faults on the Honeywell CK67 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.

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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 CK67 mobile computer troubleshooting: frequently asked questions

How do I restart a frozen Honeywell CK67?

Keep the Power button pressed for about 8 seconds: the CK67 restarts even if the screen no longer responds. When the screen responds, use Restart instead, in the menu that opens when you hold down Power. [See the detailed entry.](#)

How long does it take to charge a Honeywell CK67?

Allow at least 3 hours with a CK67 Series charging accessory, as the battery ships partially charged. The CK67 does not charge if its battery is not installed, nor if the source delivers less current than it consumes; on a computer, the USB port must supply at least 5 V and 0.5 A. [See the detailed entry.](#)

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Can you change the battery in a Honeywell CK67 without switching it off?

Yes. The CK67 keeps running during the swap thanks to an internal battery, recharged by the main battery; it must be charged and the new battery inserted in less than 60 seconds. Several consecutive swaps in a short time can drain it. [See the detailed entry.](#)

Are CK65 batteries compatible with the Honeywell CK67?

The CK65/CK67 accessories guide assigns the CK67 its own 7000 mAh batteries: CK67-BTSC-001 (standard), CK67-BTCS-001 (Cold Storage) and CK67-BTHA-001 (NI/ATEX). The CK65's 318 series batteries are not listed there for the CK67, but several cradles, cups and vehicle mounts are shared. [See the detailed entry.](#)

Why does the cradle of my Honeywell CK67 show a red light?

According to the CK67 accessories guide, solid red indicates a charging fault, overheating being the example given. Place the cradle in a room that matches its operating range, check that it is powered by the original Honeywell power supply, then restart charging. [See the detailed entry.](#)

Why does my Honeywell CK67 not scan some barcodes?

Not all symbologies are enabled out of the box on the CK67: if a barcode does not scan, Honeywell advises enabling the right symbology in the application settings. Test with Scan Demo, holding the mobile computer at a slight angle. [See the detailed entry.](#)

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Why does my CK67 have no network on its Ethernet cradle?

The CK67 accessories guide specifies that Ethernet communication is not supported when a USB cable connects the Ethernet cradle to a host computer. Disconnect this USB cable and check the network cable on the cradle's RJ45 port. [See the detailed entry.](#)

Does the Honeywell CK67 work in a cold room?

The Cold Storage versions operate from -30 °C to 50 °C according to the data sheet. They accept hot swapping down to -25 °C; below that, Honeywell asks you to take the mobile computer out of the cold room for at least 5 minutes before changing the battery. [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.

- [CK67 Series powered by Android™ Quick Start Guide](#) [↗](#) – Quick Start Guide: CK67 (CK67-A-EN-QS-01 Rev D) **official**
- [CK67 Mobile Computer for use in Hazardous Locations](#) [↗](#) – Quick Start Guide: CK67 NI/ATEX (CK67-HZ-A-EN-QS-01 Rev C) **official**
- [User Guide CK67 Series Accessories Universal and Standard](#) [↗](#) – User Guide: CK67 Accessories Universal and Standard (CK67-UV-EN-UG-01 Rev E) **official**
- [CK65/CK67 Mobile Computer Accessories Guide](#) [↗](#) – CK65/CK67 Mobile Computer Accessories Guide (Rev A) **official**
- [CK67 Ultra-Rugged 5G Mobile Device Datasheet](#) [↗](#) – CK67 Ultra-Rugged Mobile Device Datasheet (Rev E) **official**
- [CK67 Rugged Mobile Computer | Honeywell](#) [↗](#) – CK67 Ultra-Rugged Mobile Computer product page **official**

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- [Battery Maintenance for Portable Devices](#)  – White Paper: Battery Maintenance for Portable Devices

official

The CK67 user guide (CK67-A-EN-UG-01 Rev E, including its fr-fr, de-de, zh-cn and en-gb copies), the CK67 regulatory sheets (CK67-ML-RS-11 and CK67-ML-RS-08), the CK6X Battery Chargers guide, the AD20 and AC20 instructions, the CK65-BTSC/CK65-BTCS battery information sheet, the Android Network and Security, HUpgrader, Dolphin Power Tools and Scanner Edge guides and the articles in the support.honeywell.com knowledge base (How to manually reset a Mobility Device to its factory Settings?, How to troubleshoot laser issues on a Honeywell Android mobility 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](https://www.timcod.fr) (in French): [Honeywell CK67](#)
- 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](#), [CK65](#), [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/ck67>, updated on 21 October 2026.

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