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TROUBLESHOOTING GUIDE

Honeywell CK75 troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Honeywell documentation, CK75 Quick Start Guides (Android 6: CK75-A6-EN-QS; Windows Embedded Handheld 6.5: CK75-W65-EN-QS), CK75 data sheet and regulatory sheet (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the Honeywell CK75 product page →

In brief. The Honeywell CK75 is an ultra-rugged mobile computer with a keypad, available with Android 6.0 or Windows Embedded Handheld 6.5, with an EX25 (long-range) or N5603ER 2D imager. It is no longer sold and Honeywell has announced the end of service and support on 31 December 2026. The Honeywell quick start guides place emphasis on charging (at least 6 hours on a 70 Series accessory), swapping the battery without switching off, forced restart and the USB connection. This guide covers these procedures for both operating systems, with the safety instructions from the regulatory sheet. Click a question to open the entry.

- **The mobile computer does not switch on or does not charge:** see [the mobile computer does not switch on](#) and [the mobile computer does not charge](#).
- **The mobile computer is frozen or no longer scans:** see [the forced restart, restarting from the Power menu](#) and [the scanner does not scan](#).

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- **A light comes on or a message appears:** find the signal in the [lookup table](#) and open the matching entry.
- **The problem keeps coming back:** the [preventive maintenance](#) section explains how it reduces this type of fault.

What do the lights and messages on my Honeywell CK75 mean? Find the cause by signal

The CK75 shows its status through a beep and a scan light, a battery status light, a notification light and the options in the Power button menu. The public quick start guides do not give the meaning of the battery light colours. The table links each documented signal to its cause and to the entry that resolves it.

Signal or message	Lights (Honeywell guide)	Likely cause	Entry
Beep on scanning	Good Read LED lit briefly (colour not specified)	Successful read: the data is sent to the active application	The scanner does not scan
No beep while holding down Scan	—	Barcode not decoded: beam poorly centred, reflections or Scan button released too early	The scanner does not scan
Touch screen not responding	—	Mobile computer frozen: forced restart by holding down Power for about 8 seconds	The screen no longer responds

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Signal or message	Lights (Honeywell guide)	Likely cause	Entry
Reset (Android) or Reboot (Windows), Power menu	—	Restart to unblock an application that no longer responds	Reset the mobile computer
Battery Swap (Android), Power menu	—	Quick battery swap mode	Change the battery
Hibernate (Windows), Power menu	—	Hibernation before removing the battery or the microSD card	Change the battery
USB notification: File transfers (MTP) or Photo transfer (PTP)	—	By default, the CK75 running Android is set to USB charging only	The PC does not see the mobile computer
Battery status light (Battery Status LED)	— (colours not detailed in the quick start guides)	Battery charge status	The mobile computer does not charge

The signals come from the CK75 quick start guides for Android 6 and for Windows Embedded Handheld 6.5. A dash indicates that the page consulted does not specify the light state.

My Honeywell CK75 no longer scans barcodes: causes and solutions

Scanning technique, imagers and good read signal described by Honeywell.

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Why does my Honeywell CK75 mobile computer not scan barcodes?

Symptoms: no beep and the Good Read light does not come on when Scan is pressed.

Short answer: Aim at the barcode at a slight angle to avoid reflections, hold down the Scan button and centre the aiming beam on the barcode. A successful read is indicated by a beep and the Good Read light coming on briefly.

LIKELY CAUSE

Honeywell describes a precise scanning technique: slight angle, Scan button held down, beam centred. According to the data sheet, the EX25 imager scans from about 15 cm to 15 m (6 in to 50 ft), the N5603ER scans fine 1D barcodes down to 5 mil, and scanning direct part markings (DPM) requires an optional licence.

Caution: According to the regulatory sheet, the CK75 may contain a Class 2 laser: do not look directly into the beam ("DO NOT LOOK DIRECTLY INTO THE BEAM"). Any control, adjustment or procedure not provided for in the documentation may result in exposure to hazardous radiation.

WHAT TO DO

1. Point the mobile computer at the barcode, tilting it slightly to avoid reflections.
2. Hold down the Scan button (Scan key on the keypad or lower side button).
3. Centre the aiming beam on the barcode.
4. Wait for the beep and the Good Read light to come on briefly: the data is entered in the active application.
5. Release the Scan button.
6. For an engraved or stamped barcode (DPM direct part marking), check that the optional DPM licence was purchased with the mobile computer.

According to the data sheet, the cold room version has a heated scan window: see [the CK75 in a cold room](#).

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Sources: [CK75 powered by Android 6.0 Quick Start Guide](#)  – CK75 Quick Start Guide: Android 6 OS (CK75-A6-EN-QS Rev A) · [CK75 with Windows Embedded Handheld 6.5 Quick Start Guide](#)  – CK75 Quick Start Guide: Windows Embedded Handheld 6.5 OS (CK75-W65-EN-QS Rev A) · [CK75 Ultra-Rugged Mobile Computer](#)  – CK75 Handheld Computer Data Sheet · [CK75 Mobile Computer](#)  – CK75 Mobile Computer Regulatory Sheet (CK75-ML-RS-01 Rev D) (official documentation).

My Honeywell CK75 does not appear on the computer: USB and synchronisation

File transfer on Android 6 and synchronisation on Windows Embedded Handheld 6.5.

Why does my Android Honeywell CK75 mobile computer not appear on my computer?

Message: USB notification, choice of **File transfers (MTP)** or **Photo transfer (PTP)** .

Short answer: By default, the CK75 running Android is set to USB charging only. Open the notification panel, tap the USB notification and choose “File transfers (MTP)” or “Photo transfer (PTP)”.

LIKELY CAUSE

The Android 6 quick start guide specifies that the default USB mode is charging only: the mobile computer does not appear in the file explorer until a transfer mode is chosen.

WHAT TO DO

1. Connect the CK75 to the computer with a USB charging and communication accessory.
2. Swipe down from the top of the home screen to open the notification panel.
3. Tap the USB notification and choose **File transfers (MTP)** or **Photo transfer (PTP)** .

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4. On the Windows computer, open File Explorer and click the CK75 under “This PC” or “Computer”.
5. Copy, move or delete the files, including those on the installed microSD card.

Source: [CK75 powered by Android 6.0 Quick Start Guide](#)  – CK75 Quick Start Guide: Android 6 OS (CK75-A6-EN-QS Rev A) (official documentation).

How can I synchronise my Honeywell CK75 mobile computer running Windows Embedded Handheld with a PC?

Short answer: Connect the CK75 via USB. According to Honeywell, on Windows 10, use the Phone Companion app; on Windows 8 or 8.1, the Windows Phone app opens by itself. For a simple file transfer, open File Explorer and click the CK75.

LIKELY CAUSE

The Windows Embedded Handheld 6.5 quick start guide describes synchronisation according to the computer's Windows version, as well as manual file transfer using File Explorer.

WHAT TO DO

1. Connect the CK75 to the computer with a USB charging and communication cable or accessory.
2. Windows 10: open Phone Companion from Start > All apps, choose Windows as the mobile computer's platform and set the synchronisation preferences.
3. Windows 8 or 8.1: the Windows Phone app opens automatically on connection.
4. Windows 7 or Mac: the guide says to download the Windows Phone app for desktop or for Mac.
5. Manual transfer: open File Explorer, click the CK75 under “This PC” or “Computer”, then copy or move your files, including those on the microSD card.

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Source: [CK75 with Windows Embedded Handheld 6.5 Quick Start Guide](#) – CK75 Quick Start Guide: Windows Embedded Handheld 6.5 OS (CK75-W65-EN-QS Rev A) (official documentation).

My Honeywell CK75 will not switch on or will not charge: battery and power

Start-up, charging, swapping and storing the battery, based on the quick start guides, the data sheet and the Honeywell battery information sheet.

Why will my Honeywell CK75 mobile computer not switch on?

Symptoms: black screen, no response when the Power button is pressed.

Short answer: The CK75 ships with a partially charged battery: charge it for at least 6 hours on a 70 Series charging accessory. According to Honeywell, it switches on automatically as soon as the battery is installed; if not, briefly press the Power button.

LIKELY CAUSE

The Honeywell quick start guides state that the mobile computer is shipped partially charged and that it starts by itself when the battery is installed. A flat or improperly locked battery prevents this start-up.

Caution: Make sure that all components are dry before inserting the battery: according to Honeywell, assembling wet components can cause damage not covered by the warranty.

WHAT TO DO

1. Check that the battery (3.7 V, 5200 mAh lithium-ion) is properly in place and locked by its latch.

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2. Place the mobile computer in a powered DX1, DX2 or DX4 cradle and leave it to charge for at least 6 hours, as Honeywell requires.
3. Press and release the Power button to switch on the mobile computer.
4. If the mobile computer was only in sleep mode (Android), briefly press Power, then slide the padlock towards the top of the screen.
5. If the mobile computer stays frozen, hold down the Power button for about 8 seconds to force a restart: see [the screen no longer responds](#).

When to call a technician: if the CK75 still does not start after 6 hours of charging in a Honeywell cradle, with a battery in good condition: the quick start guides refer you to the Honeywell technical support portal.

Using the mobile computer while it is charging lengthens the time needed for a full charge.

Sources: [CK75 powered by Android 6.0 Quick Start Guide](#)  – CK75 Quick Start Guide: Android 6 OS (CK75-A6-EN-QS Rev A) · [CK75 with Windows Embedded Handheld 6.5 Quick Start Guide](#)  – CK75 Quick Start Guide: Windows Embedded Handheld 6.5 OS (CK75-W65-EN-QS Rev A) (official documentation).

Why will my Honeywell CK75 mobile computer not charge?

Symptoms: battery level not rising in the cradle, very long charging time.

Short answer: According to Honeywell, charging does not take place if the CK75 draws more current than the source supplies: use a DX1, DX2 or DX4 cradle with its power supply. Charge between +5 and +35 °C, for at least 6 hours, preferably without using the mobile computer.

LIKELY CAUSE

The quick start guides specify that charging does not take place if the mobile computer draws more current than the source can supply, and that using it while charging lengthens the charging time. The data sheet sets the charging temperature between +5 °C and +35 °C.

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Caution: According to Honeywell, batteries, peripherals or mains adapters from another brand can cause damage not covered by the warranty. The components must be dry before being connected to the cradle.

WHAT TO DO

1. Charge the mobile computer on a 70 Series charging accessory: DX1 desktop dock, DX2 dual dock or DX4 quad dock, with its power supply.
2. Check that the cradle is powered: the DX1 cradle requires 12 V, 4 A; outside North America, the mains cord is sold separately.
3. Leave it to charge for at least 6 hours; avoid using the mobile computer while it is charging.
4. Bring the mobile computer back into a room between +5 °C and +35 °C before recharging it.
5. Use only Honeywell peripherals, cables and adapters.

The DX1 dock quick start guide also gives the 5 °C and 35 °C limits.

Sources: [CK75 powered by Android 6.0 Quick Start Guide](#)  – CK75 Quick Start Guide: Android 6 OS (CK75-A6-EN-QS Rev A) · [CK75 with Windows Embedded Handheld 6.5 Quick Start Guide](#)  – CK75 Quick Start Guide: Windows Embedded Handheld 6.5 OS (CK75-W65-EN-QS Rev A) · [CK75 Ultra-Rugged Mobile Computer](#)  – CK75 Handheld Computer Data Sheet · [DX1 Desktop Dock Quick Start Guide](#)  – DX1 Desktop Dock Quick Start Guide (930-251-005 Rev A) (official documentation).

How can I change the battery in my Honeywell CK75 mobile computer without switching it off?

Message: **Battery Swap** (Android) or **Hibernate** (Windows Embedded Handheld) in the Power button menu.

Short answer: On Android, hold down the Power button, tap “Battery Swap”, replace the battery then press Power. On Windows Embedded Handheld, choose “Hibernate” before removing the battery, then press Power after replacing it.

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LIKELY CAUSE

Honeywell provides a dedicated mode for quick battery swapping: Battery Swap on Android 6, Hibernate on Windows Embedded Handheld 6.5. For prolonged removal of the battery, the Android guide asks you to switch off the mobile computer completely.

Caution: The CK75 regulatory sheet warns that improper replacement of the battery or use of an incompatible device can result in burns, fire or explosion. Use Honeywell batteries and dispose of used batteries in accordance with local regulations.

WHAT TO DO

1. Android 6: hold down the Power button until the menu appears, then tap **Battery Swap**.
2. Windows Embedded Handheld 6.5: hold down the Power button, then tap **Hibernate**.
3. Open the latch, remove the battery and install a charged battery.
4. Press and release the Power button to resume work.
5. Android: if the battery is to remain removed for a long time, switch off the mobile computer instead (hold down Power, tap **Power Off**, then **OK**).

Sources: [CK75 powered by Android 6.0 Quick Start Guide](#)  – CK75 Quick Start Guide: Android 6 OS (CK75-A6-EN-QS Rev A) · [CK75 with Windows Embedded Handheld 6.5 Quick Start Guide](#)  – CK75 Quick Start Guide: Windows Embedded Handheld 6.5 OS (CK75-W65-EN-QS Rev A) · [CK75 Mobile Computer](#)  – CK75 Mobile Computer Regulatory Sheet (CK75-ML-RS-01 Rev D) (official documentation).

How should I store the batteries for my Honeywell CK75 mobile computer?

Short answer: The Honeywell battery information sheet recommends storage at 23 °C with a charge of about 50%, never above 60 °C. Do not short-circuit, wet or open the battery, and recharge it only on a Honeywell-approved charger.

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LIKELY CAUSE

The “Battery Pack Information: Model 1001AB01” sheet, published among the CK75 documents, states that the battery ships partially discharged and that recharging it after a partial discharge does not reduce its original capacity. Storage above 60 °C can damage it.

Caution: According to Honeywell: keep metal objects away from the contacts (a short circuit can cause an explosion), do not immerse the battery, do not incinerate it, do not put it in a microwave, do not disassemble it and do not puncture its casing. Dispose of lithium-ion batteries in accordance with local regulations.

WHAT TO DO

1. Charge a new battery before its first use.
2. For the longest service life, charge between 20 °C and 25 °C.
3. Store spare batteries at about 23 °C, charged to 50%.
4. Observe the storage limits: -20 °C to +60 °C for the standard battery, -30 °C to +60 °C for the cold room battery.
5. Replace a battery only with a battery of the same model; failing that, contact a Honeywell representative or distributor.

The battery information sheet does not name a mobile computer model: it appears in the list of documents on the CK75 product page. For the mobile computer itself, the data sheet sets charging between +5 °C and +35 °C.

Sources: [Battery Pack Information: Model 1001AB01](#)  – Honeywell battery information sheet 943-257-007 Rev B · [CK75 Ultra-Rugged Mobile Computer](#)  – CK75 Handheld Computer Data Sheet (official documentation).

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Can I place my wet Honeywell CK75 mobile computer in its charging cradle?

Short answer: No: Honeywell requires all components to be dry before connecting the mobile computer or the battery to a cradle or a peripheral. Connecting wet components can cause damage not covered by the warranty.

LIKELY CAUSE

The CK75 is rated IP67 against rain and dust (IP65 for the cold room version) according to its data sheet, but the quick start guides and the DX1 dock guide point out that the contacts must be dry when connecting.

Caution: Connecting wet components can damage the mobile computer or the cradle; Honeywell specifies that this damage is not covered by the warranty.

WHAT TO DO

1. Wipe and let the mobile computer and the battery dry before placing them in the cradle.
2. Check that the battery compartment is dry before inserting the battery.
3. Only connect the mobile computer to the DX1, DX2 or DX4 cradle once all the components are dry.

Sources: [CK75 powered by Android 6.0 Quick Start Guide](#)  – CK75 Quick Start Guide: Android 6 OS (CK75-A6-EN-QS Rev A) · [DX1 Desktop Dock Quick Start Guide](#)  – DX1 Desktop Dock Quick Start Guide (930-251-005 Rev A) · [CK75 Ultra-Rugged Mobile Computer](#)  – CK75 Handheld Computer Data Sheet (official documentation).

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How do I reset a Honeywell CK75? Restarting from the Power menu

The restart procedure provided by Honeywell for Android 6 and for Windows Embedded Handheld 6.5.

How can I reset my Honeywell CK75 mobile computer?

Message: **Reset** (Android) or **Reboot** (Windows Embedded Handheld) in the Power button menu.

Short answer: Hold down the Power button until the menu appears, choose “Reset” on Android or “Reboot” on Windows Embedded Handheld, then tap “OK”. If the screen no longer responds, hold down Power for about 8 seconds to force a restart.

LIKELY CAUSE

According to the Honeywell quick start guides, this restart is used to unblock an application that no longer responds. When the touch screen no longer responds at all, Honeywell provides a forced restart by a long press on Power.

WHAT TO DO

1. Save your work if the application is still responding.
2. Android 6: hold down the Power button until the menu appears, select **Reset** , then tap **OK** .
3. Windows Embedded Handheld 6.5: hold down the Power button, select **Reboot** , then tap **OK** .
4. If the touch screen does not respond, hold down the Power button for about 8 seconds, until it restarts.

When to call a technician: if the problem persists after restarting: Honeywell then provides for a factory reset (Factory Reset, or Clean Boot), described in the 75 Series user guide, which is restricted to Honeywell account holders; entrust it to your IT department or a

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technician, after backing up the data.

In the Android guide, the “Reset” option in the Power menu corresponds to a normal restart of the mobile computer; the factory reset is a separate procedure.

Sources: [CK75 powered by Android 6.0 Quick Start Guide](#)  – CK75 Quick Start Guide: Android 6 OS (CK75-A6-EN-QS Rev A) · [CK75 with Windows Embedded Handheld 6.5 Quick Start Guide](#)  – CK75 Quick Start Guide: Windows Embedded Handheld 6.5 OS (CK75-W65-EN-QS Rev A) (official documentation).

Is my Honeywell CK75 running Android or Windows? Operating system

The two operating systems offered by Honeywell for the CK75, and how to tell them apart.

Does my Honeywell CK75 mobile computer run Android or Windows?

Short answer: Both exist: Honeywell offered the CK75 with Android 6.0 (Marshmallow, with Google services) and with Windows Embedded Handheld 6.5. Each operating system has its own quick start guide and its own 75 Series user guide.

LIKELY CAUSE

The data sheet presents Windows Embedded Handheld 6.5 and Android 6.x as the two operating systems of the CK75, on the same hardware platform. The Power button options and the connection to a PC differ depending on the operating system.

WHAT TO DO

1. Hold down the Power button: the menu offers **Battery Swap** and **Reset** on Android, and **Suspend**, **Hibernate** and **Reboot** on Windows Embedded Handheld.

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2. On Android, the Back, Recent Apps and Home buttons and the All Apps icon appear on the home screen.
3. Then follow, in each entry of this guide, the steps specific to your operating system.
4. Honeywell publishes one quick start guide per operating system: CK75-A6-EN-QS (Android 6) and CK75-W65-EN-QS (Windows Embedded Handheld 6.5).

Switching from one operating system to the other on an existing mobile computer is not described in the public documents consulted.

Sources: [CK75 Ultra-Rugged Mobile Computer](#)  – CK75 Handheld Computer Data Sheet · [CK75 powered by Android 6.0 Quick Start Guide](#)  – CK75 Quick Start Guide: Android 6 OS (CK75-A6-EN-QS Rev A) · [CK75 with Windows Embedded Handheld 6.5 Quick Start Guide](#)  – CK75 Quick Start Guide: Windows Embedded Handheld 6.5 OS (CK75-W65-EN-QS Rev A) · [CK75 Handheld Computer](#)  – Honeywell CK75 product page (specifications and documents) (official documentation).

Frozen screen, sleep mode and buttons on the Honeywell CK75: solutions

Forced restart, sleep timeout, side buttons and volume.

Why does the touch screen on my Honeywell CK75 mobile computer no longer respond?

Symptoms: frozen screen, taps have no effect.

Short answer: Hold down the Power button for about 8 seconds: according to Honeywell, the CK75 then restarts by itself. If only one application is stuck and the Power menu still appears, use the restart from that menu instead.

LIKELY CAUSE

The Honeywell quick start guides (Android 6 and Windows Embedded Handheld 6.5) provide for this forced restart when the touch screen no longer responds.

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WHAT TO DO

1. Hold down the Power button for about 8 seconds, until the mobile computer restarts.
2. Wait for start-up to finish, then unlock the screen (Android: slide the padlock upwards).
3. If the screen responds but an application remains stuck, use the Power menu: see [restarting from the Power menu](#).

When to call a technician: if the screen stays frozen after several forced restarts: the quick start guides point towards the factory reset (Factory Reset, Clean Boot) and Honeywell technical support.

Sources: [CK75 powered by Android 6.0 Quick Start Guide](#)  – CK75 Quick Start Guide: Android 6 OS (CK75-A6-EN-QS Rev A) · [CK75 with Windows Embedded Handheld 6.5 Quick Start Guide](#)  – CK75 Quick Start Guide: Windows Embedded Handheld 6.5 OS (CK75-W65-EN-QS Rev A) (official documentation).

Why does the screen on my Honeywell CK75 mobile computer turn off by itself?

Short answer: This is the automatic sleep mode after a period of inactivity. Briefly press Power to wake the mobile computer; the timeout is set in Settings > Display > Sleep on Android, or in Settings > Power, Advanced tab, on Windows Embedded Handheld.

LIKELY CAUSE

According to Honeywell, sleep mode (Sleep on Android, Suspend on Windows) turns off the touch screen and locks the mobile computer after a period of inactivity; on Windows Embedded Handheld, it also turns off the radios and non-essential internal components.

WHAT TO DO

1. Press and release the Power button to wake the mobile computer.
2. Android: slide the padlock towards the top of the screen to unlock it.

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3. Android: set the timeout in All Apps > Settings > Display > Sleep.
4. Windows Embedded Handheld: set the timeout in Settings > Power, Advanced tab.
5. Windows Embedded Handheld: to put the mobile computer into sleep mode deliberately, hold down Power then tap **Suspend**.

Sources: [CK75 powered by Android 6.0 Quick Start Guide](#)  – CK75 Quick Start Guide: Android 6 OS (CK75-A6-EN-QS Rev A) · [CK75 with Windows Embedded Handheld 6.5 Quick Start Guide](#)  – CK75 Quick Start Guide: Windows Embedded Handheld 6.5 OS (CK75-W65-EN-QS Rev A) (official documentation).

Why does the side button on my Honeywell CK75 mobile computer open the Notes app?

Short answer: According to Honeywell, the upper side button (Application) opens the Notes app and the lower one (Scan) triggers the scanner. The volume buttons adjust the sound: the upper one increases it, the lower one decreases it.

LIKELY CAUSE

The quick start guides describe the default button assignments: Application button, side Scan button, volume buttons, Scan key on the keypad and modifier keys, which give access to the secondary values printed on the keypad.

Caution: The CK75 regulatory sheet warns that prolonged listening at high volume can damage hearing (“At full power, prolonged listening can damage the user's hearing”).

WHAT TO DO

1. To scan a barcode, use the side Scan button (lower) or the Scan key on the keypad.
2. To type the secondary value of a key, use a modifier key, then the key showing that value on the keypad.
3. To adjust the sound, use the volume buttons: upper to increase, lower to decrease.

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4. On Android, the Back, Recent Apps and Home buttons let you return to the previous screen, switch between applications and return to the home screen.

Sources: [CK75 powered by Android 6.0 Quick Start Guide](#)  – CK75 Quick Start Guide: Android 6 OS (CK75-A6-EN-QS Rev A) · [CK75 with Windows Embedded Handheld 6.5 Quick Start Guide](#)  – CK75 Quick Start Guide: Windows Embedded Handheld 6.5 OS (CK75-W65-EN-QS Rev A) · [CK75 Mobile Computer](#)  – CK75 Mobile Computer Regulatory Sheet (CK75-ML-RS-01 Rev D) (official documentation).

microSD card, cold room and end of support for the Honeywell CK75

Other frequently asked questions, based on the Honeywell guides and product page.

Why does my Honeywell CK75 mobile computer not recognise my microSD card?

Short answer: Honeywell asks you to format the card before its first use and to install it with the mobile computer switched off (Android) or in hibernation (Windows Embedded Handheld), with the battery removed. It recommends industrial-grade SLC microSD cards.

LIKELY CAUSE

According to the quick start guides, the card must be formatted before first use and fitted with the battery removed. Honeywell recommends industrial-grade SLC (Single Level Cell) cards for performance and durability.

WHAT TO DO

1. Format the microSD card before using it for the first time.

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2. Android: switch off the mobile computer (hold down Power, then **Power Off** and **OK**). Windows Embedded Handheld: put it into hibernation (hold down Power, then **Hibernate**).
3. Remove the battery, open the microSD slot cover and install or remove the card.
4. Refit the battery; press Power if the mobile computer does not restart by itself.
5. If the problem persists, try an industrial-grade SLC card: a Honeywell sales representative can advise on qualified cards.

Sources: [CK75 powered by Android 6.0 Quick Start Guide](#)  – CK75 Quick Start Guide: Android 6 OS (CK75-A6-EN-QS Rev A) · [CK75 with Windows Embedded Handheld 6.5 Quick Start Guide](#)  – CK75 Quick Start Guide: Windows Embedded Handheld 6.5 OS (CK75-W65-EN-QS Rev A) (official documentation).

Can my Honeywell CK75 mobile computer work in a cold room?

Short answer: The standard CK75 operates from -20 °C to +60 °C, with brief exposure to -30 °C. For use in the cold, Honeywell offers a Cold Storage version, usable from -30 °C to +60 °C, with heating for the touch screen and the scan window.

LIKELY CAUSE

The data sheet distinguishes between two versions: standard (IP67) and Cold Storage (IP65), the latter being fitted with heaters for the screen and the scan window. In both cases, charging remains limited to the +5 °C to +35 °C range.

Caution: Do not charge the mobile computer outside the +5 °C to +35 °C range given in the data sheet.

WHAT TO DO

1. Check your mobile computer's version: only the Cold Storage version is designed to operate continuously down to -30 °C.

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2. Do not recharge the mobile computer in a cold room: bring it back into a room between +5 °C and +35 °C.
3. For spare batteries, observe the storage limits in the battery information sheet: -30 °C to +60 °C for the cold room battery, -20 °C to +60 °C for the standard battery.
4. Make sure that the mobile computer is dry before placing it in its cradle: see [wet mobile computer in the cradle](#).

Sources: [CK75 Ultra-Rugged Mobile Computer](#) – CK75 Handheld Computer Data Sheet · [Battery Pack Information: Model 1001AB01](#) – Honeywell battery information sheet 943-257-007 Rev B (official documentation).

Is the Honeywell CK75 still supported by Honeywell?

Short answer: The CK75 has not been sold since 31 January 2021. The Honeywell product page announces the end of service and support on 31 December 2026 and offers the CK65 as the replacement.

LIKELY CAUSE

The Honeywell product page lists the CK75 among the discontinued products and gives its end-of-sale and end of service and support dates.

WHAT TO DO

1. Have your CK75 units repaired or serviced before 31 December 2026, the end of service and support date announced by Honeywell.
2. Prepare the replacement: Honeywell names the CK65 as the replacement model.
3. Keep the quick start guides, the data sheet and the battery information sheets, which are still published on the Honeywell product page.

When to call a technician: for any repair: the product page sets 31 December 2026 as the end of Honeywell service and support for the CK75.

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Sources: [CK75 Handheld Computer \(Honeywell Canada page in French\)](#) [↗](#) – Honeywell CK75 product page: status and end-of-life dates · [CK75 Handheld Computer](#) [↗](#) – Honeywell CK75 product page (specifications and documents) (official documentation).

When should you call a technician for a Honeywell CK75 mobile computer?

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

- **The mobile computer does not start after charging:** If the CK75 still does not start after 6 hours of charging in a Honeywell cradle, with a battery in good condition: the quick start guides refer you to the Honeywell technical support portal.
- **The problem persists after restarting:** If the problem persists after restarting: Honeywell then provides for a factory reset (Factory Reset, or Clean Boot), described in the 75 Series user guide, which is restricted to Honeywell account holders; entrust it to your IT department or a technician, after backing up the data.
- **Screen still frozen:** If the screen stays frozen after several forced restarts: the quick start guides point towards the factory reset (Factory Reset, Clean Boot) and Honeywell technical support.
- **Repair before the end of support:** For any repair: the product page sets 31 December 2026 as the end of Honeywell service and support for the CK75.

Avoiding recurring faults on the Honeywell CK75 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.

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

Preventive battery replacement

Recommended every 18 to 24 months, for removable batteries.

Wi-Fi coverage audit

Installation, coverage survey (site survey) and improvement.

General check of the devices

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

Security patch updates

Installation of Android updates, where feasible.

Inventory of the fleet under contract

Type, configuration and IP address of each device.

Training and skills transfer

Transfer of technical skills on using the equipment.

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).

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Honeywell CK75 mobile computer troubleshooting: frequently asked questions

How do I reset a Honeywell CK75?

Hold down the Power button until the menu appears, choose Reset on Android or Reboot on Windows Embedded Handheld, then tap OK. If the screen no longer responds, hold down Power for about 8 seconds to force a restart. If the problem persists, Honeywell provides for a factory reset (Factory Reset, or Clean Boot), to be done after backing up the data. [See the detailed entry.](#)

How long does it take to charge a Honeywell CK75?

Honeywell asks for the CK75 to be charged for at least 6 hours on a 70 Series charging accessory, such as the DX1, DX2 or DX4 cradles. Using the mobile computer while charging lengthens this time. The data sheet sets the charging temperature between +5 °C and +35 °C. [See the detailed entry.](#)

How do I change the battery in a CK75 without switching it off?

On Android, hold down Power, tap Battery Swap, replace the battery then press Power. On Windows Embedded Handheld, choose Hibernate before removing the battery, then press Power after replacing it. [See the detailed entry.](#)

Does the Honeywell CK75 run Android or Windows?

Both exist: Honeywell offered the CK75 with Android 6.0 (Marshmallow, with Google services) and with Windows Embedded Handheld 6.5. Each operating system has its own

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quick start guide and its own 75 Series user guide. [See the detailed entry.](#)

Why does my CK75 not appear on my PC?

On Android, the CK75 is set to USB charging only by default. Open the notification panel, tap the USB notification and choose File transfers (MTP) or Photo transfer (PTP): the mobile computer then appears in File Explorer. [See the detailed entry.](#)

What should I do if the screen on a CK75 is frozen?

Hold down the Power button for about 8 seconds: according to Honeywell, the CK75 then restarts by itself. If the Power menu still appears, use the restart from that menu instead (Reset on Android, Reboot on Windows Embedded Handheld). [See the detailed entry.](#)

Is the Honeywell CK75 still supported?

The CK75 has not been sold since 31 January 2021. The Honeywell product page announces the end of service and support on 31 December 2026 and offers the CK65 as the replacement. [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.

- [CK75 Handheld Computer](#)  – Honeywell CK75 product page (specifications and documents) **official**
- [CK75 Handheld Computer \(Honeywell Canada page in French\)](#)  – Honeywell CK75 product page: status and end-of-life dates **official**

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- [CK75 powered by Android 6.0 Quick Start Guide](#)  – CK75 Quick Start Guide: Android 6 OS (CK75-A6-EN-QS Rev A) **official**
- [CK75 with Windows Embedded Handheld 6.5 Quick Start Guide](#)  – CK75 Quick Start Guide: Windows Embedded Handheld 6.5 OS (CK75-W65-EN-QS Rev A) **official**
- [CK75 Ultra-Rugged Mobile Computer](#)  – CK75 Handheld Computer Data Sheet **official**
- [CK75 Mobile Computer](#)  – CK75 Mobile Computer Regulatory Sheet (CK75-ML-RS-01 Rev D) **official**
- [Battery Pack Information: Model 1001AB01](#)  – Honeywell battery information sheet 943-257-007 Rev B **official**
- [DX1 Desktop Dock Quick Start Guide](#)  – DX1 Desktop Dock Quick Start Guide (930-251-005 Rev A) **official**

The “75 Series User Guide: Android 6 OS” (Cx75-A6-EN-UG) and “75 Series User Guide: Windows Embedded Handheld 6.5 OS” (Cx75-W65-EN-UG) user guides, the “User Guide: Android Network and Security” guide, the “DX1, DX2, DX4 Computer and Battery Cup Installation Instructions” (931-072) and the support.honeywellaidc.com / honeywellaidc.force.com knowledge base were not consulted for this guide and are not cited. If the fault falls under these documents, refer to the manufacturer's documentation or ask the TIMCOD technicians.

See also

- Product page on timcod.fr (in French): [Honeywell CK75](#)
- [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](#), [CK67](#), [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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7 TIMCOD agencies covering all of France

125 experts across 7 agencies, from Lille to Aix-en-Provence. Call the reception desk or the technical hotline of the agency nearest to your sites.

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A question, a persistent fault, a repair request? Write to us from the contact page on [timcod.fr](https://www.timcod.fr), or call one of our 7 agencies below.

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PDF version of the page <https://www.timcod.fr/reparation/en/barcode-scanner-troubleshooting/honeywell/ck75>, updated on 21 October 2026.

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