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TROUBLESHOOTING GUIDE

Honeywell ScanPal EDA61K troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Honeywell documentation, User Guide ScanPal EDA61K Series Mobile Computer powered by Android (2020), Quick Start Guide EDA61K-A-EN-QS-01 Rev B and EDA61K data sheet (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

[See the Honeywell ScanPal EDA61K product page](#) →

In brief. The Honeywell ScanPal EDA61K is a rugged Android mobile computer with a numeric (34-key) or alphanumeric (47-key) keypad and a 4-inch touch display, with an EX20 or N6703 imager; the EDA61K-1 model adds 4G, telephony and GPS. The Honeywell product page states Android 9, upgradable to Android 10, and an end of service and support date of 1 June 2028. The Honeywell user guide details the two behaviours of the battery light, the scan settings (symbolologies, wedge, suffix, triggering), Provisioning mode and the factory reset. This guide covers them entry by entry, together with the battery safety instructions. Click a question to open the entry.

- **A light flashes or comes on red:** find the signal in the [lookup table](#) and open the matching entry.

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- **The mobile computer does not scan, or the data does not arrive:** see [the mobile computer does not scan](#), [the data does not arrive in the application](#) and [adding Enter after scanning](#).
- **The mobile computer is frozen:** start with [restarting](#); the [factory reset](#) erases all data.
- **The problem keeps coming back:** the [preventive maintenance](#) section explains how it reduces this type of fault.

What do the lights on my Honeywell EDA61K mean? Find your signal

The EDA61K shows its status with a battery status light, whose behaviour depends on the Battery LED setting (Honeywell by default, or Android), and with a scan light around the front speaker. The table links each signal to its cause and to the troubleshooting entry.

Light or message	State (Honeywell guide)	Likely cause	Entry
Battery light, mobile computer not plugged in	● flashing amber (Honeywell mode)	Battery below 15%	Battery light flashing orange
Battery light, mobile computer not plugged in	○ off	Battery above 15% (normal operation)	Battery light
Battery light, on external power	● solid amber (Honeywell mode)	Charging, from 0 to 60%	The mobile computer does not charge

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Light or message	State (Honeywell guide)	Likely cause	Entry
Battery light, on external power	● flashing green (Honeywell mode)	Charging, from 60 to 95%	<u>Charging and lights</u>
Battery light, on external power	● solid green (Honeywell mode)	Charge above 95%	<u>Charging and lights</u>
Battery light	● flashing red (Honeywell mode)	Battery error	<u>Battery error</u>
Battery light, mobile computer not plugged in	● flashing red (Android mode)	Battery below 15%	<u>Flashing red light</u>
Battery light, on external power	● solid red (Android mode)	Charging, battery below 15%	<u>Charging and lights</u>
Battery error icon (status bar)	—	Install another battery; if the problem persists, contact Honeywell support	<u>Battery error</u>
Scan light and short beep	● green	Good read	<u>The mobile computer does not scan</u>
Scan light (error beep if Bad Read Notification is enabled)	● red	Scan failure: symbology disabled or unreadable barcode	<u>Red scan light</u>

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Light or message	State (Honeywell guide)	Likely cause	Entry
Configuration barcode has no effect	—	Provisioning mode disabled	Configuration barcode rejected
Android System notification (USB)	—	USB file transfer disabled by default	The PC does not see the mobile computer

The battery light states come from the EDA61K user guide, which describes the Honeywell behaviour (factory setting) and the Android behaviour (Settings > Honeywell Settings > Battery LED). A dash means that the page consulted does not specify the light state.

Orange or red light on the Honeywell EDA61K: causes and solutions

These entries cover the battery light and scan light states that indicate a problem.

Why is the battery light on my Honeywell EDA61K mobile computer flashing orange?

Light: battery light flashing amber, mobile computer not plugged in.

Short answer: With the default Honeywell setting, a flashing amber battery light indicates a battery below 15% while the mobile computer is not plugged in. Place it in its charging cradle or replace the battery.

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LIKELY CAUSE

The EDA61K user guide describes two behaviours of the battery light, which can be set in Settings > Honeywell Settings > Battery LED: Honeywell (factory setting) and Android. In Honeywell mode, flashing amber indicates less than 15% when not on external power; in Android mode, a low battery is shown by flashing red.

WHAT TO DO

1. Save your work.
2. Place the mobile computer in the Home Base, connect the USB cable with the mains adapter, or replace the battery: see [changing the battery](#).
3. On the charger, the light changes to solid amber (0 to 60%), then flashing green (60 to 95%) and solid green (more than 95%).
4. To find out the light mode, open Settings > Honeywell Settings > Battery LED: Default, Honeywell (factory setting) or No Battery LED.

Source: User Guide — ScanPal EDA61K Series Mobile Computer powered by Android (2020) – ScanPal EDA61K User Guide (Honeywell) (official documentation).

Why is the battery light on my Honeywell EDA61K mobile computer flashing red?

Light: battery light flashing red · Icon: battery error in the status bar.

Short answer: With the default Honeywell setting, a flashing red light indicates a battery error: install another battery. If the light is set to Android mode, flashing red instead indicates a battery below 15%, with the mobile computer not plugged in.

LIKELY CAUSE

According to the user guide, the battery error icon in the status bar asks you to install another battery and, if the problem persists, to contact Honeywell technical support.

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Caution: According to Honeywell, improper replacement or an incompatible device can cause burns, fire or explosion. Do not open, crush, puncture, incinerate or heat the battery.

WHAT TO DO

1. Check the light mode in Settings > Honeywell Settings > Battery LED.
2. In Honeywell mode: switch off the mobile computer, remove the battery and install another charged battery.
3. Check that the battery is properly locked: press its bottom edge until the latch clicks into place.
4. In Android mode: plug in the mobile computer or change the battery, as the charge is below 15%.

When to call a technician: the battery error persists with another battery: the user guide asks you to contact Honeywell technical support; a damaged mobile computer or battery must be sent to a Honeywell service centre.

Source: User Guide — ScanPal EDA61K Series Mobile Computer powered by Android (2020) – ScanPal EDA61K User Guide (Honeywell) (official documentation).

Why does the scan light on my Honeywell EDA61K mobile computer come on red?

Light: scan light red (front speaker ring) · Beep: error beep if bad read notification is enabled.

Short answer: According to Honeywell, a red scan light indicates a failed scan: check that the barcode's symbology is enabled. Green indicates a good read.

LIKELY CAUSE

The Good Read light illuminates the outer ring of the front speaker: green for a good read, red for a failure. In the scan settings, bad read notification (Bad Read Notification: red flash and error beep) is disabled by default.

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WHAT TO DO

1. Open Settings > Honeywell Settings > Scan Settings > Internal Scanner > Default Profile > Symbology Settings.
2. Tick the symbology of the barcode to be scanned.
3. Try again, centring the beam and keeping the whole barcode inside the illumination frame.
4. For a damaged or poorly printed 1D barcode, enable **Poor Quality 1D Reading** in Decode Settings: see [the mobile computer does not scan](#).

Source: User Guide — ScanPal EDA61K Series Mobile Computer powered by Android (2020) – ScanPal EDA61K User Guide (Honeywell) (official documentation).

My Honeywell EDA61K no longer scans barcodes: causes and solutions

Symbologies, decoding and trigger settings, and the pistol grip.

Why does my Honeywell EDA61K mobile computer not read barcodes?

Symptoms: no beep, scan light off or red.

Short answer: Test scanning in the Scan Demo application, then check that the symbology is enabled in Settings > Honeywell Settings > Scan Settings. Aim at a slight angle, centre the beam and keep the whole barcode inside the illumination frame.

LIKELY CAUSE

Honeywell points out that not all symbologies are enabled by default. The scan buttons may also be disabled (Enable Scan Trigger), and an application that takes control of the scanner through the BarcodeReader API temporarily suspends the Scan Wedge.

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Caution: The quick start guide points out a laser safety label on the mobile computer: follow its instructions.

WHAT TO DO

1. Open the Scan Demo application (swipe up, then Demos > Scan Demo) and scan the barcode: if the data appears, the scanner is working and the setting to look for is in the application.
2. Enable the symbology: Settings > Honeywell Settings > Scan Settings > Internal Scanner > Default Profile > Symbology Settings.
3. In Trigger Settings, check that **Enable Scan Trigger** is enabled.
4. For a damaged or poorly printed 1D barcode, enable **Poor Quality 1D Reading** in Decode Settings; **Decode Security** (2 by default) is more tolerant with a lower value.
5. Leave the Imager Settings at their recommended values, as Honeywell advises.
6. As a last resort, restore the profile: icon at the top right of a scan settings screen, then **Restore all defaults**.

Enable only the symbologies you need: according to Honeywell, a short list speeds up scanning. Possible imagers: EX20 (near and far) or N6703.

Sources: User Guide — ScanPal EDA61K Series Mobile Computer powered by Android (2020) – ScanPal EDA61K User Guide (Honeywell) · [ScanPal EDA61K Series Mobile Computer powered by Android Quick Start Guide](#) [🔗](#) – Quick Start Guide: ScanPal EDA61K (EDA61K-A-EN-QS-01 Rev B) (official documentation).

Why does the scanner on my Honeywell EDA61K mobile computer stop after a few seconds?

Short answer: By default, the scanner switches off after 20 seconds without a successful read (Decode Timeout) and works in “One Shot” mode. These settings can be changed in the Trigger Settings of the scan profile.

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LIKELY CAUSE

According to the user guide, the Trigger Settings set the delay before scanning (Scan delay, 0 seconds by default), the timeout (Decode Timeout, 20 seconds), the trigger mode and the delay before the same barcode can be read again (Same symbol timeout).

WHAT TO DO

1. Open Settings > Honeywell Settings > Scan Settings > Internal Scanner > Default Profile > Trigger Settings.
2. Adjust **Decode Timeout** if scanning needs to stay active for more than 20 seconds.
3. Choose the **Trigger Scan Mode** : One Shot (default), Continuous, Read on release or Read on second trigger press.
4. If the same barcode needs to be read again quickly, set **Same symbol timeout** .
5. To read only the barcode you are aiming at when several barcodes are close together, enable **Center Decode** in Decode Settings.

Source: User Guide — ScanPal EDA61K Series Mobile Computer powered by Android (2020) – ScanPal EDA61K User Guide (Honeywell) (official documentation).

Why does the pistol grip on my Honeywell EDA61K mobile computer not trigger scanning?

Short answer: The grip must be enabled: Settings > Honeywell Settings > ScanHandle Settings, then “Enable ScanHandle”. Also check that it is attached to the mobile computer with its long screw, as shown in the quick start guide for the EDA61K-SH grip.

LIKELY CAUSE

According to the user guide, the ScanHandle grip is managed in the Honeywell settings. The quick start guide for the EDA61K-SH grip says to attach it with a long screw and to squeeze its trigger to scan.

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WHAT TO DO

1. Attach the EDA61K-SH grip to the mobile computer and tighten the long screw.
2. Open Settings > Honeywell Settings > ScanHandle Settings and tap **Enable ScanHandle**.
3. Squeeze the grip's trigger to scan a barcode.
4. Also test the side Scan buttons: if they scan, the problem lies with the grip or its activation.

Sources: User Guide — ScanPal EDA61K Series Mobile Computer powered by Android (2020) – ScanPal EDA61K User Guide (Honeywell) · [ScanPal EDA61K-SH Quick Start Guide](#) – ScanPal EDA61K-SH Quick Start Guide (EDA61K-SH-QS Rev A) (official documentation).

The data scanned by my Honeywell EDA61K does not arrive: wedge, prefix and suffix

Sending data to the application through the Scan Wedge, and adding a suffix such as the Enter key.

Why do the barcodes scanned by my Honeywell EDA61K mobile computer not arrive in my application?

Symptoms: scanning beeps, but nothing is entered in the application.

Short answer: Check that the Scan Wedge is enabled (Wedge, enabled by default) in the Data Processing Settings of the scan profile. If the application uses the BarcodeReader API, the wedge is suspended as long as the application has control of the scanner.

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LIKELY CAUSE

According to Honeywell, the Scan Wedge sends the scanned data to the active application as keyboard input. The settings of the Default profile apply to all applications that do not have their own profile; an application can also have its own profile.

WHAT TO DO

1. Test in Scan Demo: if the data appears, the scanner is working.
2. Open Settings > Honeywell Settings > Scan Settings > Internal Scanner > Default Profile > Data Processing Settings and check that **Wedge** is enabled.
3. Check the sending method (**Wedge Method** : Standard or Keyboard) and the character set (**Charset** , ISO-8859-1 by default).
4. If the application has its own profile, check it: Settings > Honeywell Settings > Scan Settings > Internal Scanner, then the application's profile.
5. If the application controls the scanner through the BarcodeReader API, check with its publisher: the wedge is then suspended.

Source: User Guide — ScanPal EDA61K Series Mobile Computer powered by Android (2020) – ScanPal EDA61K User Guide (Honeywell) (official documentation).

How can I add an Enter after each scan on my Honeywell EDA61K mobile computer?

Short answer: Add a suffix in the Data Processing Settings of the scan profile:
`\r` for a carriage return, `\n` for a line feed, `\t` for a tab. By default, no prefix or suffix is added.

LIKELY CAUSE

The user guide states that the Prefix and Suffix fields accept substitution codes: `\r` (13), `\n` (10), `\t` (9) and `\\` (backslash). The Wedge as Keys setting (9,10,13 by default) makes these characters be sent as keys.

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WHAT TO DO

1. Open Settings > Honeywell Settings > Scan Settings > Internal Scanner > Default Profile (or the application's profile) > Data Processing Settings.
2. In **Suffix**, enter `\r` for a carriage return (Enter) or `\t` for a tab.
3. In **Prefix**, add text to be placed before the data if needed.
4. To transmit the symbology identifier, set **Symbology Prefix** to Honeywell or AIM (None by default).
5. Check the result in Scan Demo or in your application.

Source: User Guide — ScanPal EDA61K Series Mobile Computer powered by Android (2020) – ScanPal EDA61K User Guide (Honeywell) (official documentation).

Honeywell EDA61K Wi-Fi, Bluetooth and USB: connecting and pairing

Wi-Fi connection and certificates, Bluetooth pairing and transferring files to a computer.

Why does my Honeywell EDA61K mobile computer not connect to Wi-Fi?

Short answer: The Wi-Fi radio is disabled by default. Open Settings > Network & internet > Wi-Fi, enable it, tap the network and enter the password or the certificate. If the network password has changed, press and hold the saved network to modify or forget it.

LIKELY CAUSE

According to the user guide, saved networks reconnect automatically when they are in range. The EDA61K supports WPA2, WPA and 802.1x; Honeywell recommends WPA2 with a pre-shared key (PSK) or 802.1x, which requires a root certificate (and a user certificate with TLS).

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WHAT TO DO

1. Open Settings > Network & internet > Wi-Fi and enable the radio.
2. Tap the network; for a hidden network, tap **Add network** at the bottom of the list, enter the SSID and the security protocol, then **Save**.
3. Enter the password, the key or the certificate name, then tap **Connect**.
4. After a password change, press and hold the network name to modify or forget it.
5. 802.1x network: install the certificates through Settings > Security & location > Encryption & credentials > **Install from storage** (.crt or .cer, .p12 or .pfx files).
6. Proxy: it is set network by network, in the advanced Wi-Fi options (Proxy: Manual).

According to the data sheet, the EDA61K's Wi-Fi is IEEE 802.11 a/b/g/n/r/ac compatible.

Sources: User Guide — ScanPal EDA61K Series Mobile Computer powered by Android (2020) – ScanPal EDA61K User Guide (Honeywell) · [ScanPal EDA61K Data Sheet](#)  – ScanPal EDA61K Handheld Computer Data Sheet (Rev E, 12/21) (official documentation).

How can I pair a Bluetooth scanner with my Honeywell EDA61K mobile computer?

Short answer: Enable Bluetooth, then open Settings > Connected devices > “Pair new device”, select the device, confirm or enter the PIN code and tap “Pair”. A Bluetooth scanner (Granit 1981i or 1911i, for example) has its own profile in Scan Settings > Bluetooth Scanner.

LIKELY CAUSE

According to the user guide, a paired device then appears under Previously connected devices, from where it can be renamed or forgotten (unpaired).

WHAT TO DO

1. Enable the Bluetooth radio.

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2. Open Settings > Connected devices > **Pair new device** , choose the device, confirm or enter the PIN code, then tap **Pair** .
3. For a Bluetooth scanner, set its profile: Settings > Honeywell Settings > Scan Settings > Bluetooth Scanner > Default Profile > Data Processing Settings.
4. To pair a device again, forget it first: Settings > Connected devices > Previously connected devices, icon next to the device, then **Forget** .
5. To rename the EDA61K: Settings > Connected devices > Connection preferences > Bluetooth > **Device Name** .

According to the data sheet, the EDA61K has built-in Bluetooth 4.2.

Sources: User Guide — ScanPal EDA61K Series Mobile Computer powered by Android (2020) – ScanPal EDA61K User Guide (Honeywell) · [ScanPal EDA61K Data Sheet](#)  – ScanPal EDA61K Handheld Computer Data Sheet (Rev E, 12/21) (official documentation).

Why does my Honeywell EDA61K mobile computer not appear on my computer?

Message: **Android System** notification, choice of **File Transfer** or **PTP** .

Short answer: USB file transfer is disabled by default. Open the notification panel, tap the “Android System” notification twice and choose “File Transfer” or “PTP”.

LIKELY CAUSE

According to Honeywell, when Provisioning mode is disabled, some folders remain hidden in the computer's file explorer. If the computer does not recognise the mobile computer, you need to install the Honeywell USB driver (Honeywell-aidc-usb-driver) supplied in the Mobility SDK.

WHAT TO DO

1. Connect the EDA61K to the computer through a base or a charging and communication adapter, or with the USB Type-C cable.

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2. Swipe down from the top of the screen, tap the **Android System** notification twice, then choose **File Transfer** or **PTP**.
3. Open the computer's file explorer and browse the EDA61K; on a Mac, use the Android File Transfer application.
4. If the computer does not recognise the mobile computer, install the Honeywell-aidc-usb-driver from the Mobility SDK.
5. To see the hidden folders, temporarily enable Provisioning mode: see [Provisioning mode](#).

Sources: [ScanPal EDA61K Series Mobile Computer powered by Android Quick Start Guide](#) [↗](#) – Quick Start Guide: ScanPal EDA61K (EDA61K-A-EN-QS-01 Rev B) · User Guide — ScanPal EDA61K Series Mobile Computer powered by Android (2020) – ScanPal EDA61K User Guide (Honeywell) (official documentation).

My Honeywell EDA61K does not switch on or does not charge: battery and power

Starting up, charging, hot swapping, compatible batteries, battery health and battery life.

Why does my Honeywell EDA61K mobile computer not switch on?

Symptoms: black screen after pressing Power.

Short answer: Hold down the Power button for about 3 seconds, then release it. If nothing happens, charge the battery: the mobile computer is shipped partially charged and Honeywell asks for at least 5 hours of charging on an EDA61K accessory.



LIKELY CAUSE

According to Honeywell, the EDA61K starts up when you press Power for about 3 seconds. On first start-up, a Welcome screen offers a choice of language, then scanning a configuration barcode or a wizard.

Caution: Honeywell asks that all parts be dry before connecting the mobile computer or the battery to a peripheral: wet parts can cause damage not covered by the warranty.

WHAT TO DO

1. Check that the battery is in place: press its bottom edge until the latch clicks into place.
2. Place the mobile computer in the Home Base or connect the USB cable, and let it charge for at least 5 hours.
3. Hold down Power for about 3 seconds, then release it.
4. If the screen is simply in sleep mode, briefly press Power and swipe the padlock upwards.
5. If the mobile computer is frozen, hold down Power for about 8 seconds: see [restarting the mobile computer](#).

Sources: [ScanPal EDA61K Series Mobile Computer powered by Android Quick Start Guide](#) – Quick Start Guide: ScanPal EDA61K (EDA61K-A-EN-QS-01 Rev B) · User Guide — ScanPal EDA61K Series Mobile Computer powered by Android (2020) – ScanPal EDA61K User Guide (Honeywell) (official documentation).

Why does my Honeywell EDA61K mobile computer not charge?

Light: battery light off or flashing red on the charger.

Short answer: Use an EDA61K charging accessory (Home Base, quad charger, USB-C cable with 5 V / 2 A adapter) and allow at least 5 hours. On the charger, the battery light should be solid amber, then flashing green and solid green.

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LIKELY CAUSE

According to Honeywell, using the mobile computer while it is charging increases the charging time, and CK3 batteries (AB17, AB18, 1001AB01) need 1 to 2 hours more. The data sheet states 5.5 hours of charging for the 7000 mAh battery.

Caution: According to Honeywell, use only Honeywell batteries, chargers and adapters, and do not recharge batteries of other brands in Honeywell equipment. Charge in a ventilated place, out of the sun and away from flammable materials.

WHAT TO DO

1. Use an EDA61K accessory: Home Base (EDA61K-HB-2P-X), AC20 quad charger or USB Type-C cable with the 5 V / 2 A USB mains adapter.
2. Check the light (Honeywell mode): solid amber = 0 to 60%; flashing green = 60 to 95%; solid green = more than 95%.
3. If the light is flashing red, see [battery error](#).
4. Leave the mobile computer idle while it charges: using it increases the charging time.
5. Let the battery return to room temperature before charging it; for the best battery life, charge between 20 °C and 25 °C.

Sources: [ScanPal EDA61K Series Mobile Computer powered by Android Quick Start Guide](#)  – Quick Start Guide: ScanPal EDA61K (EDA61K-A-EN-QS-01 Rev B) · User Guide — ScanPal EDA61K Series Mobile Computer powered by Android (2020) – ScanPal EDA61K User Guide (Honeywell) · [ScanPal EDA61K Data Sheet](#)  – ScanPal EDA61K Handheld Computer Data Sheet (Rev E, 12/21) · [Battery Maintenance for Portable Devices](#)  – Honeywell white paper: Battery Maintenance for Portable Devices (official documentation).

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How can I change the battery of my Honeywell EDA61K mobile computer without switching it off?

Short answer: According to Honeywell, hot swapping is possible if the mobile computer has been switched on for at least 4 minutes and if the new battery is inserted within 30 seconds. Otherwise, switch off the mobile computer before removing the battery.

LIKELY CAUSE

The quick start guide and the user guide set these two conditions for changing the battery without switching off (hot swap).

Caution: According to the user guide, before disposing of a lithium-ion battery, cover its contacts with insulating tape and dispose of it in accordance with local regulations. Do not modify it, do not solder anything to it, do not drop it and do not get it wet.

WHAT TO DO

1. Save your files and close the applications.
2. Check that the mobile computer has been switched on for at least 4 minutes; otherwise, switch it off: hold down Power, tap **Power off**, then OK.
3. Detach one end of the hand strap, push the latch towards the battery, lift its edge and remove it.
4. Insert the charged battery within 30 seconds and press its bottom edge until the latch clicks into place.
5. Reattach the hand strap. If the mobile computer was switched off, hold down Power for about 3 seconds to switch it back on.

Sources: [ScanPal EDA61K Series Mobile Computer powered by Android Quick Start Guide](#)  – Quick Start Guide: ScanPal EDA61K (EDA61K-A-EN-QS-01 Rev B) · User Guide — ScanPal EDA61K Series Mobile Computer powered by Android (2020) – ScanPal EDA61K User Guide (Honeywell) (official documentation).

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Can I use a CK3 battery in my Honeywell EDA61K mobile computer?

Short answer: Yes: according to the user guide, CK3 AB17, AB18 and 1001AB01 batteries also work in the EDA61K. They may need 1 to 2 hours more charging than an EDA61K battery, from a full discharge.

LIKELY CAUSE

The original EDA61K battery is the CK65-BTSC (part number 50149348-001), a 3.6 V, 7000 mAh lithium-ion battery according to the data sheet. Honeywell also accepts batteries from the CK3 range.

Caution: According to Honeywell, batteries of another brand can cause damage not covered by the warranty, and improper replacement can cause burns, fire or explosion.

WHAT TO DO

1. Check the battery part number: CK65-BTSC (50149348-001), AB17, AB18 or 1001AB01.
2. Charge it on a compatible accessory (Home Base, AC20 quad charger).
3. Allow 1 to 2 hours of extra charging for a fully discharged CK3 battery.

Sources: User Guide — ScanPal EDA61K Series Mobile Computer powered by Android (2020) – ScanPal EDA61K User Guide (Honeywell) · [ScanPal EDA61K Data Sheet](#)  – ScanPal EDA61K Handheld Computer Data Sheet (Rev E, 12/21) (official documentation).

How can I check the battery health of my Honeywell EDA61K mobile computer?

Short answer: Open Settings > Battery to see the remaining charge, the estimated battery life and the consumption per application, or Settings > Honeywell Settings > Battery Optimizer. The Honeywell white paper advises replacing a battery whose

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state of health falls below 70%.

LIKELY CAUSE

The white paper “Battery Maintenance for Portable Devices” states that a lithium-ion battery generally withstands 300 to 500 full cycles at room temperature and recommends replacement about every two years.

Caution: A swollen, deformed or overheating battery must no longer be used: according to Honeywell, insulate its terminals with adhesive tape, place it in a labelled container and dispose of it as soon as possible. In the event of fire, overheating or a smell during charging, leave the area and alert the safety officers.

WHAT TO DO

1. Settings > Battery: remaining charge, remaining usage time and consumption per application.
2. Settings > Honeywell Settings > Battery Optimizer: battery management profiles.
3. Replace the battery if its state of health (Battery State of Health) is below 70%, if the battery life drops noticeably, if it is deformed, swollen or discoloured, if its surface exceeds 60 °C or if it has been in service for more than two years.
4. Recharge as soon as the charge falls below 30%, and avoid going below 10%.

The white paper is a general Honeywell document for portable devices; it is not specific to the EDA61K.

Sources: User Guide — ScanPal EDA61K Series Mobile Computer powered by Android (2020) – ScanPal EDA61K User Guide (Honeywell) · [Battery Maintenance for Portable Devices](#)  – Honeywell white paper: Battery Maintenance for Portable Devices (official documentation).

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Why does the battery of my Honeywell EDA61K mobile computer run down so quickly?

Short answer: Choose a power-saving profile in Settings > Honeywell Settings > Battery Optimizer (Energy Saver, or Cold Storage in a cold room). According to Honeywell, put the mobile computer to sleep after 5 minutes of inactivity and enable Airplane mode if you do not need the radios.

LIKELY CAUSE

The user guide lists good practice for battery life: sleep after 5 minutes of inactivity, Airplane mode, Battery Optimizer profiles and suitable battery storage. The data sheet states 25 hours of battery life on its test profile.

WHAT TO DO

1. Settings > Honeywell Settings > Battery Optimizer: choose **Energy Saver** , **Cold Storage** (cold room) or a custom profile.
2. After 5 minutes of inactivity, check that the low battery icon and the light are off, then briefly press Power to put the mobile computer to sleep.
3. Airplane mode: Settings > Network & internet > Advanced, then enable **Airplane mode** .
4. For a few days of storage, leave a charged battery in place or plug in the mobile computer; for longer, remove the battery, charge it and store it separately in a cool place, recharging it regularly.

If the battery life remains short, check the battery's state of health: see [battery health](#).

Sources: User Guide — ScanPal EDA61K Series Mobile Computer powered by Android (2020) – ScanPal EDA61K User Guide (Honeywell) · [ScanPal EDA61K Data Sheet](#)  – ScanPal EDA61K Handheld Computer Data Sheet (Rev E, 12/21) (official documentation).

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How do I reset a Honeywell EDA61K? Factory reset and Provisioning mode

The factory reset, which erases the data, and Provisioning mode, which determines whether configuration barcodes are accepted.

How can I reset my Honeywell EDA61K mobile computer to factory defaults?

Message: Erase all data (factory reset) , then Erase Everything .

Short answer: Open Settings > System > Reset options > “Erase all data (factory reset)”, tap “Reset Phone”, enter the screen lock if prompted, then “Erase Everything”. Warning: all internal storage is erased.

LIKELY CAUSE

Honeywell reserves the factory reset for cases where all other troubleshooting has failed. It erases the internal shared storage and the IPSM card: emails, photos, contacts, Google account, system and application settings.

Caution: The factory reset permanently erases the data in internal storage and on the IPSM card, including the files in the \honeywell\autoinstall folders. Only use it after all other troubleshooting has failed.

WHAT TO DO

1. Try a restart first: see [restarting the mobile computer](#).
2. Back up the data you want to keep.
3. If a Google account has been added, have its username and password to hand: without them, the mobile computer can no longer be used after the reset. After changing a Google password, wait 24 hours.
4. Plug in the mobile computer or check that the battery is full, and make sure you have an Internet connection.

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5. Open Settings > System > Reset options > **Erase all data (factory reset)** , tap **Reset Phone** , enter the screen lock if prompted, then tap **Erase Everything** .

When to call a technician: the mobile computer still does not work after the reset: the guide refers you to the Honeywell technical support portal and to a service centre, with a return material authorisation (RMA) number to be obtained before sending anything.

The guide also gives the path Settings > System > Advanced > Reset Options: depending on the system version, the entry may be under Advanced.

Source: User Guide — ScanPal EDA61K Series Mobile Computer powered by Android (2020) – ScanPal EDA61K User Guide (Honeywell) (official documentation).

Why does my Honeywell EDA61K mobile computer refuse to read a configuration barcode?

Short answer: Provisioning mode is disabled by default after the initial configuration: configuration barcodes are then neither read nor processed. Enable it in Settings > Honeywell Settings > Provisioning mode, scan the barcode, then disable it.

LIKELY CAUSE

According to Honeywell, this mode protects the mobile computer against unwanted changes: as long as it is disabled, installing applications, certificates, configuration files or licences by barcode is blocked, and the \honeywell\autoinstall folders cannot be accessed.

WHAT TO DO

1. Open Settings > Honeywell Settings > **Provisioning mode** and enable it.
2. Scan the configuration barcode.
3. Then disable Provisioning mode to protect the mobile computer.

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4. At the very first start-up, the Welcome screen lets you scan a configuration barcode; Provisioning mode is disabled automatically at the end of the configuration.

EZConfig barcodes in Aztec format are processed thanks to the **Launch EZ Config** option in Data Processing Settings, enabled by default.

Sources: User Guide — ScanPal EDA61K Series Mobile Computer powered by Android (2020) – ScanPal EDA61K User Guide (Honeywell) · [ScanPal EDA61K Series Mobile Computer powered by Android Quick Start Guide](#) [🔗](#) – Quick Start Guide: ScanPal EDA61K (EDA61K-A-EN-QS-01 Rev B) (official documentation).

How do I restart or update a Honeywell EDA61K?

Restarting from the menu or forcing a restart, and updating Android with HUpgrader or AutoInstall.

How can I restart my frozen Honeywell EDA61K mobile computer?

Message: **Restart** in the Power button menu.

Short answer: Hold down the Power button until the menu appears, then tap “Restart”. If the touch screen no longer responds, hold down Power for about 8 seconds until it restarts.

LIKELY CAUSE

The quick start guide and the user guide provide these two restarts: from the menu when the screen responds, and forced by a long press when the touch screen is frozen.

WHAT TO DO

1. Save your files and close any open applications.
2. Hold down Power until the menu appears, then tap **Restart**.
3. If the screen no longer responds, hold down Power for about 8 seconds.

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4. If the problem returns after several restarts, Honeywell reserves the factory reset as a last resort: see [resetting the mobile computer](#).

Sources: [ScanPal EDA61K Series Mobile Computer powered by Android Quick Start Guide](#)  – Quick Start Guide: ScanPal EDA61K (EDA61K-A-EN-QS-01 Rev B) · User Guide — ScanPal EDA61K Series Mobile Computer powered by Android (2020) – ScanPal EDA61K User Guide (Honeywell) (official documentation).

How can I update Android on my Honeywell EDA61K mobile computer?

Short answer: Enable Provisioning mode, copy the update file (.zip) to Internal shared storage\Download, then open HUpgrader and choose “Select OTA from storage”. At 100%, tap OK to restart, then disable Provisioning mode.

LIKELY CAUSE

Honeywell provides fixes and security updates free of charge; they are downloaded from the technical support download portal, with an account. The HUpgrader application shows the installed OTA version and installs updates; AutoInstall installs .zip or .apk packages.

Caution: According to Honeywell, the mobile computer must remain powered throughout the installation: do not remove the battery during the update.

WHAT TO DO

1. Check the current version in the HUpgrader application (swipe up from the home screen) or in the System update entry in the settings, which shows the Android version and the security patch level.
2. Enable Settings > Honeywell Settings > **Provisioning mode**.
3. Copy the .zip file to Internal shared storage\Download.
4. Open HUpgrader, tap the menu at the top right, choose **Select OTA from storage**, then Internal Storage and the file.
5. At 100%, tap OK to restart, then disable Provisioning mode.

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6. Alternative method: AutoInstall, with the file in the \honeywell\autoinstall folder of the internal storage or of a microSD card, then **Packages Update** in AutoInstall Settings.

The Honeywell product page states Android 9, upgradable to Android 10.

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

Honeywell EDA61K keypad, scan button and sleep: solutions

Modifier keys, virtual scan button and sleep timeout.

How can I type capital letters or symbols on the keypad of my Honeywell EDA61K mobile computer?

Short answer: It all depends on the keypad. On the alphanumeric keypad, press the orange key once and then the key you want for a symbol, or press the orange key twice to lock capitals. On the numeric keypad, the blue key gives access to letters and symbols.

LIKELY CAUSE

According to the user guide, the EDA61K is available with an alphanumeric keypad (orange and blue modifier keys) or a numeric keypad (blue and yellow keys). The status bar shows the capitals or alpha mode status.

WHAT TO DO

1. Alphanumeric keypad: orange key once, then the key, for a symbol; orange key twice to lock capitals.

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2. Numeric keypad: blue key once for lower case and symbols; blue key, then Caps Lock twice, to lock capitals.
3. Pressing a modifier key twice quickly locks it; pressing it again unlocks it.
4. The F1 and F2 keys (alphanumeric) or F1 to F8 keys (numeric) can be customised; Settings > Honeywell Settings > Key Remap changes the function of a key.
5. The keypad backlight is set in Settings > Honeywell Settings > Keyboard Backlight.

Source: User Guide — ScanPal EDA61K Series Mobile Computer powered by Android (2020) – ScanPal EDA61K User Guide (Honeywell) (official documentation).

How can I display a scan button on the screen of my Honeywell EDA61K mobile computer?

Short answer: Enable the virtual scan button: Settings > Honeywell Settings > Digital Scan Button > “Enable Digital Scan Button”. Choose its size, colour and position, then the applications in which it appears.

LIKELY CAUSE

By default, the left, right and front Scan buttons trigger the imager. The virtual button is added to these physical buttons.

WHAT TO DO

1. Open Settings > Honeywell Settings > Digital Scan Button and tap **Enable Digital Scan Button**.
2. Set the size (Small, Medium, Large), the colour and the transparency.
3. Drag the preview to the position you want, then enable **Set Button Location** to fix it.
4. Tap **Choose Application**, tick the applications concerned, then OK.
5. To scan, touch and hold the virtual button.

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Settings > Honeywell Settings > Key WakeUp also lets you choose the buttons that wake up the mobile computer; the three Scan buttons are active by default.

Source: User Guide — ScanPal EDA61K Series Mobile Computer powered by Android (2020) – ScanPal EDA61K User Guide (Honeywell) (official documentation).

Why does the screen on my Honeywell EDA61K mobile computer go to sleep too quickly?

Short answer: The screen goes to sleep after a period of inactivity. Increase the timeout in Settings > Display > Screen timeout; to wake up the mobile computer, briefly press Power, then swipe the padlock upwards.

LIKELY CAUSE

According to Honeywell, the screen locks at start-up and every time it wakes from sleep; the swipe lock (Swipe), set by default, offers no protection.

WHAT TO DO

1. Swipe up from the home screen, then open Settings > Display > **Screen timeout**.
2. To wake up the mobile computer: briefly press Power and swipe the padlock upwards; the Scan buttons can also wake up the mobile computer (Key WakeUp).
3. Set the brightness in Settings > Display (disable **Adaptive brightness** for manual adjustment).
4. To protect the mobile computer, choose a password lock in Settings > Security & location > Screen lock.

Sources: [ScanPal EDA61K Series Mobile Computer powered by Android Quick Start Guide](#) – Quick Start Guide: ScanPal EDA61K (EDA61K-A-EN-QS-01 Rev B) · User Guide — ScanPal EDA61K Series Mobile Computer powered by Android (2020) – ScanPal EDA61K User Guide (Honeywell) (official documentation).

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Cleaning and end of support for the Honeywell EDA61K

Cleaning the scan window and the end of support dates announced by Honeywell.

How can I clean the scan window of my Honeywell EDA61K mobile computer?

Short answer: According to Honeywell, use a soft cloth lightly moistened with 10% acetic acid, 10% ethyl alcohol or mild soapy water, then dry immediately with a dry cloth. Leave the battery in place and put the mobile computer to sleep before cleaning.

LIKELY CAUSE

The user guide describes cleaning the scan window, the camera lens and the camera flash, without abrasive materials. A dirty window can interfere with scanning.

Caution: According to Honeywell, all parts must be dry before connecting the mobile computer or the battery to a peripheral: wet parts can cause damage not covered by the warranty.

WHAT TO DO

1. Leave the battery installed and press Power to put the mobile computer to sleep.
2. Moisten a clean, soft cloth with one of the products listed (10% acetic acid in water, 10% ethyl alcohol in water or mild soapy solution).
3. Wipe the scan window, the lens and the flash area, without abrasive materials.
4. Wipe immediately with a dry cloth and let the mobile computer air-dry completely.

Source: User Guide — ScanPal EDA61K Series Mobile Computer powered by Android (2020) – ScanPal EDA61K User Guide (Honeywell) (official documentation).

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Is the Honeywell EDA61K still supported by Honeywell?

Short answer: The Honeywell product page lists the EDA61K among discontinued products, with a discontinuation date of 1 June 2027 and an end of service and support date of 1 June 2028. It names the CK62 as its replacement.

LIKELY CAUSE

The Honeywell product page gives the discontinuation and end of service and support dates, as well as the replacement model.

WHAT TO DO

1. Plan repairs and servicing before 1 June 2028.
2. Prepare for replacement: Honeywell names the CK62 as the replacement model.
3. Install the security patches published by Honeywell: see [updating Android](#).

When to call a technician: for any repair: the user guide asks you to obtain a return material authorisation (RMA) number from a Honeywell service centre before sending anything; the product page sets the end of service and support at 1 June 2028.

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

When should you call a technician for a Honeywell ScanPal EDA61K mobile computer?

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

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- **Persistent battery error:** If the battery error persists with another battery: the user guide asks you to contact Honeywell technical support; a damaged mobile computer or battery must be sent to a Honeywell service centre.
- **Fault persisting after reset:** If the mobile computer still does not work after the reset: the guide refers you to the Honeywell technical support portal and to a service centre, with a return material authorisation (RMA) number to be obtained before sending anything.
- **Repair and return to a service centre:** For any repair: the user guide asks you to obtain a return material authorisation (RMA) number from a Honeywell service centre before sending anything; the product page sets the end of service and support at 1 June 2028.

Avoiding recurring faults on the Honeywell ScanPal EDA61K mobile computer: preventive maintenance

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

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

Preventive battery replacement

Recommended every 18 to 24 months, for removable batteries.

Wi-Fi coverage audit

Installation, coverage survey (site survey) and improvement.

General check of the devices

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

Security patch updates

Installation of Android updates, where feasible.

Inventory of the fleet under contract

Training and skills transfer

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Type, configuration and IP address of each device.

Transfer of technical skills on using the equipment.

Detailed report

Inventory, condition of the fleet and optimisation advice.

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

Honeywell ScanPal EDA61K mobile computer troubleshooting: frequently asked questions

How do I reset a Honeywell EDA61K?

Open Settings, System, Reset options, then Erase all data (factory reset), tap Reset Phone, enter the screen lock if prompted and tap Erase Everything. All internal storage is erased: Honeywell reserves this reset for cases where other troubleshooting has failed. Have the credentials of any Google account that has been added to hand. [See the detailed entry.](#)

How do I restart a frozen EDA61K?

Hold down the Power button until the menu appears, then tap Restart. If the touch screen no longer responds, hold down Power for about 8 seconds until it restarts. [See the detailed entry.](#)

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What does the orange light on the EDA61K mean?

With the default Honeywell setting, a flashing amber battery light indicates a battery below 15% while the mobile computer is not plugged in. Solid amber on the charger means that the battery is charging, between 0 and 60%. [See the detailed entry.](#)

Why does the EDA61K not read barcodes?

Test scanning in the Scan Demo application, then check that the symbology is enabled in Settings, Honeywell Settings, Scan Settings. Aim at a slight angle, centre the beam and keep the whole barcode inside the illumination frame. [See the detailed entry.](#)

How long does it take to charge an EDA61K?

Honeywell asks for at least 5 hours of charging on an EDA61K accessory; the data sheet states 5.5 hours for the 7000 mAh battery. CK3 batteries need 1 to 2 hours more, and using the mobile computer while it is charging increases the time. [See the detailed entry.](#)

Can a CK3 battery be used in an EDA61K?

Yes: according to the user guide, CK3 AB17, AB18 and 1001AB01 batteries also work in the EDA61K. They may need 1 to 2 hours more charging than an EDA61K battery, from a full discharge. [See the detailed entry.](#)

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How do I add an Enter after a scan on the EDA61K?

Open Settings, Honeywell Settings, Scan Settings, Internal Scanner, then the profile and Data Processing Settings. In Suffix, enter \r for a carriage return or \t for a tab. By default, no prefix or suffix is added. [See the detailed entry.](#)

Which version of Android does the EDA61K run?

The Honeywell product page states Android 9, upgradable to Android 10, and the 2020 user guide mentions Android 8 or 9. The installed version and the security patch level are shown in the System update entry in the settings. [See the detailed entry.](#)

Sources consulted

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

- User Guide — ScanPal EDA61K Series Mobile Computer powered by Android (2020) – ScanPal EDA61K User Guide (Honeywell) **official**
- [ScanPal EDA61K Series Mobile Computer powered by Android Quick Start Guide](#) [↗](#) – Quick Start Guide: ScanPal EDA61K (EDA61K-A-EN-QS-01 Rev B) **official**
- [ScanPal EDA61K Data Sheet](#) [↗](#) – ScanPal EDA61K Handheld Computer Data Sheet (Rev E, 12/21) **official**
- [ScanPal EDA61K-SH Quick Start Guide](#) [↗](#) – ScanPal EDA61K-SH Quick Start Guide (EDA61K-SH-QS Rev A) **official**
- [Battery Maintenance for Portable Devices](#) [↗](#) – Honeywell white paper: Battery Maintenance for Portable Devices **official**
- [ScanPal EDA61K Handheld Computer](#) [↗](#) – Honeywell EDA61K product page (system, documents, end of life) **official**

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The “User Guide: ScanPal EDA61K” (EDA61K-A-EN-UG-01 Rev D), the HUPgrader guide (HUPGDR-A-EN-UG-01), the “Cleaning Guide: General Purpose Devices without DRH” (CLEAN-GP-EN-IN-01), the EDA61K regulatory sheet (EDA61K-ML-RS-04), the “Android Network and Security” guide and the “UEMConnect Settings for ScanPal” guide on the Honeywell website, as well as the support.honeywellaidc.com / honeywellaidc.force.com knowledge base, were not consulted for this guide and are not cited. If the fault falls under these documents, refer to the manufacturer's documentation or ask the TIMCOD technicians.

See also

- Product page on timcod.fr (in French): [Honeywell ScanPal EDA61K](#)
- [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](#), [CK75](#))
- [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/eda61k>, updated on 21 October 2026.

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