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Home › Repair › Barcode scanner troubleshooting › Honeywell › Granit 1920i

TROUBLESHOOTING GUIDE

Honeywell Granit 1920i troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Honeywell documentation, Granit 1920i Industrial Direct Part Mark (DPM) Area-Imaging Scanner – Quick Start Guide (1920i-EN-QS) (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the Honeywell Granit 1920i product page →

In brief. The Honeywell Granit 1920i is a corded industrial handheld scanner that reads printed barcodes and direct part marks (DPM), over USB or on an RS232 serial port. According to the Honeywell quick start guide, most read failures are resolved by centring the red aiming dot, tilting the scanner on shiny surfaces and choosing the right DPM illumination mode. Incorrectly received data mainly comes from the keyboard country, the suffix or the USB mode chosen. This guide brings together 18 entries, from resetting to the warranty and the end of life of the model. Click a question to open the entry.

- **The scanner does not read a barcode or a marked part:** start with the [scanner does not read](#) entry, then choose the appropriate illumination mode in the [scanning](#) section.

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- **The data arrives incorrectly or not at all:** see the [transmission](#) (AZERTY keyboard, Enter key, control characters) and [connection](#) (USB keyboard, USB COM, cable) sections.
- **The problem keeps coming back:** the [preventive maintenance](#) section explains how it reduces this type of fault.

My Honeywell Granit 1920i does not read or transmit properly: find the cause by symptom

The Honeywell quick start guide for the Granit 1920i describes neither the beeps nor the lights. The table therefore starts from the symptom observed and refers you to the entry that resolves it.

Symptom observed	Lights (Honeywell guide)	Likely cause	Entry
Red aiming dot off before the trigger is pressed	—	Default setting: active aiming (Active Aimer) disabled	Active aiming
Barcode not read when the trigger is pressed	—	Aiming off-centre, reflection or unsuitable illumination mode	The scanner does not scan
Dot peen mark not read	—	Unsuitable default illumination: choose direct bottom illumination	Dot peen mark
Reflection on a shiny surface	—	Highly reflective surface: tilt the scanner, direct top and bottom illumination	Shiny surface

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Symptom observed	Lights (Honeywell guide)	Likely cause	Entry
Curved or rough part difficult to read	—	Indirect illumination recommended	<u>Curved or rough surface</u>
Non-dot-peek Data Matrix codes difficult to read	—	Low-contrast Data Matrix enhancement enabled by default	<u>Non-dot-peek Data Matrix codes</u>
Incorrect characters on screen	—	Keyboard country left on USA	<u>AZERTY keyboard</u>
Barcodes run together without a line break	—	No carriage return or tab suffix	<u>Enter key</u>
Nothing appears in the input field	—	Scanner in USB Serial mode instead of USB PC Keyboard	<u>USB keyboard</u>
No COM port in Windows	—	Honeywell USB Serial driver not installed	<u>USB COM</u>

The causes come from the Honeywell quick start guide for the Granit 1920i (ref. 1920i-EN-QS). This guide does not contain a table of beeps and lights: a dash indicates that the page consulted does not specify the light state.

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My Honeywell Granit 1920i does not read barcodes or DPM marks: causes and solutions

Aiming, tilting and DPM illumination mode: the settings Honeywell cites for difficult barcodes and surfaces.

Why does my Honeywell Granit 1920i handheld scanner not read the barcode?

Symptoms: nothing is read when the trigger is pressed.

Short answer: Press the trigger, centre the red aiming dot on the barcode and, on a shiny surface, tilt the scanner slightly. For a direct part mark (DPM), choose the illumination mode suited to the surface.

LIKELY CAUSE

According to the Honeywell quick start guide, the Granit 1920i locates barcodes using a red aiming dot, which must be centred on the barcode. On a shiny or highly reflective surface, it may be necessary to tilt the scanner slightly. By default, the illumination alternates between direct illumination (top and bottom) and indirect illumination; some surfaces require a fixed illumination mode.

WHAT TO DO

1. Press the trigger: by default, the scanner and the aiming beam stay off until the trigger is pressed (see [active aiming](#)).
2. Centre the red aiming dot on the barcode.
3. If the surface is shiny or highly reflective, tilt the scanner slightly (see [shiny surface](#)).
4. For a dot peen mark, a curved or rough part, or a very low-contrast barcode, select the corresponding DPM illumination mode (see [dot peen](#), [curved surface](#), [low contrast](#)).
5. If settings have been changed without you knowing which ones, scan the “Standard Product Defaults” barcode (see [reset](#)), then reprogram your settings.

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When to call a technician: if the barcode is still unreadable after these settings and a reset, Honeywell refers you to its knowledge base and its technical support portal.

The quick start guide does not cover enabling symbologies. It refers you to the Granit 1920i User's Guide for the complete lists and to the EZConfig-Scanning tool for additional functions.

Source: Reading Techniques; Active Aimer; DPM Illumination Settings; Support – Granit 1920i Quick Start Guide (Honeywell, ref. 1920i-EN-QS Rev A, 07/2017) (official documentation).

Why does the aiming beam on my Granit 1920i only come on when I press the trigger?

Symptoms: red aiming dot off until the trigger is pressed.

Short answer: This is the default setting: the scanner and the aiming beam stay off until the trigger is pressed. Enable active aiming (Active Aimer) so that the beam appears as soon as you move the scanner.

LIKELY CAUSE

Honeywell states that, by default, the Granit 1920i and its aiming beam are off until the trigger is pressed. With the Active Aimer option enabled, the beam appears when the scanner is in motion: you aim first, then read the barcode by pressing the trigger.

WHAT TO DO

1. In the “Active Aimer” section of the quick start guide, scan the enable barcode (On).
2. Move the scanner towards the barcode: the aiming beam appears.
3. Centre the beam on the barcode, then press the trigger to read it.
4. To return to the original behaviour, scan the disable barcode (Off) in the same section.

Source: Active Aimer – Granit 1920i Quick Start Guide (Honeywell, ref. 1920i-EN-QS Rev A, 07/2017) (official documentation).

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Why does my Granit 1920i not read a dot peen mark on a part?

Symptoms: dot peen engraved code not read, while printed labels scan fine.

Short answer: For dot peen codes, Honeywell recommends the “Direct Illumination – Bottom” setting, which only switches on the bottom illumination. On a reflective part, tilt the scanner slightly.

LIKELY CAUSE

By default, the Granit 1920i alternates direct top and bottom illumination and indirect illumination. According to the Honeywell guide, the direct bottom-only illumination setting is intended mainly for dot peen codes. Only one DPM illumination mode can be active at a time.

WHAT TO DO

1. In the “DPM Illumination Settings” section of the quick start guide, scan the “Direct Illumination – Bottom” barcode.
2. Aim at the centre of the mark and press the trigger.
3. If the surface of the part is reflective, tilt the scanner slightly, as the guide provides for this setting.
4. To return to the original illumination cycle, use the “Standard Product Defaults” reset (see [reset](#)).

Only one DPM illumination mode can be active: the chosen setting replaces the default automatic cycle.

Source: DPM Illumination Settings – Granit 1920i Quick Start Guide (Honeywell, ref. 1920i-EN-QS Rev A, 07/2017) (official documentation).

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Why can my Granit 1920i not read a barcode on a shiny surface?

Symptoms: reflection on the label or the part, impossible to read head-on.

Short answer: Tilt the scanner slightly to read the barcode. For printed labels and DPM marks on highly reflective surfaces, Honeywell recommends the “Direct Illumination – Top and Bottom” setting.

LIKELY CAUSE

The Honeywell guide states that, on a shiny or highly reflective surface, it is sometimes necessary to tilt the scanner slightly. Direct top and bottom illumination is recommended for barcodes printed on labels and for direct part marks on highly reflective surfaces.

WHAT TO DO

1. Tilt the scanner slightly in relation to the surface, then press the trigger.
2. If the read still fails, scan the “Direct Illumination – Top and Bottom” barcode in the “DPM Illumination Settings” section.
3. Read the barcode again while keeping a slight angle.

Source: Reading Techniques; DPM Illumination Settings – Granit 1920i Quick Start Guide (Honeywell, ref. 1920i-EN-QS Rev A, 07/2017) (official documentation).

Why does my Granit 1920i struggle to read barcodes marked on a curved or rough part?

Symptoms: mark on a tube, shaft or raw surface difficult to read.

Short answer: On a curved or rough surface, Honeywell recommends indirect illumination. Scan the “Indirect Illumination” barcode in the quick start guide, then read the part again.

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LIKELY CAUSE

By default, the scanner alternates direct illumination and indirect illumination. The Honeywell guide recommends fixing the illumination on indirect to read barcodes on curved or rough surfaces.

WHAT TO DO

1. In the “DPM Illumination Settings” section, scan the “Indirect Illumination” barcode.
2. Centre the red aiming dot on the mark and press the trigger.
3. If you then mainly read printed labels, return to direct top and bottom illumination (see [shiny surface](#)).

Source: DPM Illumination Settings – Granit 1920i Quick Start Guide (Honeywell, ref. 1920i-EN-QS Rev A, 07/2017) (official documentation).

Why does my Granit 1920i not read a very low-contrast barcode?

Symptoms: faded barcode or barely visible mark on the part.

Short answer: Enable the “Low Contrast Codes” setting: the scanner then alternates direct top and bottom illumination and indirect illumination, with several exposure settings. Honeywell recommends it for very low-contrast barcodes.

LIKELY CAUSE

The Honeywell quick start guide provides an illumination mode dedicated to very low-contrast barcodes. Like the other DPM modes, it is exclusive: only one mode can be active.

WHAT TO DO

1. In the “DPM Illumination Settings” section, scan the “Low Contrast Codes” barcode.
2. Aim at the barcode and press the trigger.
3. If you read non-dot-peen Data Matrix codes, also see the [non-dot-peen Data Matrix](#) entry.

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Source: DPM Illumination Settings – Granit 1920i Quick Start Guide (Honeywell, ref. 1920i-EN-QS Rev A, 07/2017) (official documentation).

Why does my Granit 1920i struggle to read Data Matrix codes that are not dot peen marked?

Symptoms: Data Matrix codes printed or marked by a method other than dot peen are difficult to read.

Short answer: By default, the Granit 1920i reads low-contrast Data Matrix codes thanks to an enhancement enabled at the factory. If non-dot-peen Data Matrix codes are difficult to read, Honeywell advises disabling this enhancement (Off).

LIKELY CAUSE

According to the Honeywell guide, the “Low Contrast Data Matrix Enhancements” option is enabled by default. It can interfere with reading Data Matrix codes that are not dot peen marked.

WHAT TO DO

1. In the “Low Contrast Data Matrix Enhancements” section of the quick start guide, scan the disable barcode (Off).
2. Read your Data Matrix codes again.
3. If you need to read low-contrast Data Matrix codes again, re-enable the option with the On barcode in the same section.

Source: Low Contrast Data Matrix Enhancements – Granit 1920i Quick Start Guide (Honeywell, ref. 1920i-EN-QS Rev A, 07/2017) (official documentation).

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My Granit 1920i sends incorrect characters or no Enter: causes and solutions

The keyboard country, suffix and control characters determine what the application receives after each scan.

Why does my Granit 1920i handheld scanner type the wrong characters on a computer with an AZERTY keyboard?

Symptoms: the characters received do not match the content of the barcode.

Short answer: The keyboard country is set to the United States (USA) by default. Scan “Program Keyboard Country”, then the digit 3 (France) in the programming chart, then “Save”.

LIKELY CAUSE

According to Honeywell, the default keyboard country of the Granit 1920i is USA (code 0). If the computer uses a different layout, the country must be programmed on the scanner. By default, national character replacements apply to the characters # \$ @ [\] ^ ' { | } ~.

WHAT TO DO

1. Scan the “Program Keyboard Country” barcode in the “Keyboard Country” section of the quick start guide.
2. Scan the numeric code for the country in the Programming Chart: 3 for France, 1 for Belgium, 6 for Switzerland.
3. Scan “Save”.
4. Scan a test barcode into a text editor to check the result.

The quick start guide only gives some of the country codes; the complete list is in the Granit 1920i User's Guide.

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Source: Keyboard Country; Programming Chart – Granit 1920i Quick Start Guide (Honeywell, ref. 1920i-EN-QS Rev A, 07/2017) (official documentation).

Why does my Granit 1920i not confirm the entry after each scanned barcode?

Symptoms: the barcodes run together without a line break or moving to the next field.

Short answer: Add a suffix: “Add CR Suffix” adds a carriage return after each barcode, “Add Tab Suffix” adds a tab. “Remove Suffix” removes the suffixes.

LIKELY CAUSE

The Honeywell quick start guide provides three suffix settings: add a carriage return (CR), add a tab, or remove the suffixes. The suffix is sent after each scanned barcode.

WHAT TO DO

1. For a carriage return (Enter key) after each barcode, scan “Add CR Suffix”.
2. To move to the next field, scan “Add Tab Suffix” instead.
3. To remove any suffix, scan “Remove Suffix”.
4. Test in your application.

Source: Suffix – Granit 1920i Quick Start Guide (Honeywell, ref. 1920i-EN-QS Rev A, 07/2017) (official documentation).

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Why does my Granit 1920i send control characters that disrupt my application?

Symptoms: unexpected line breaks, tabs or invisible characters in the data.

Short answer: By default, the Granit 1920i transmits the ASCII control characters contained in the barcode. If your application does not handle them well, scan the Disable barcode in the “Function Code Transmit” section.

LIKELY CAUSE

According to Honeywell, the “Function Code Transmit” option is enabled by default: all ASCII control characters present in the barcode are transmitted with the data. The guide advises disabling it if these characters interfere with the host application.

WHAT TO DO

1. In the “Function Code Transmit” section of the quick start guide, scan “Disable”.
2. Read the barcode again and check the data received.
3. To return to the original setting, scan “Enable”.

The ASCII control character tables are in the Granit 1920i User's Guide.

Source: Function Code Transmit – Granit 1920i Quick Start Guide (Honeywell, ref. 1920i-EN-QS Rev A, 07/2017) (official documentation).

My Granit 1920i does not communicate with the computer: USB keyboard, USB COM and RS232

The Granit 1920i connects by cable, over USB (keyboard or virtual COM port) or on an RS232 serial port.

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Why do the barcodes scanned by my Granit 1920i not appear in my file or spreadsheet?

Symptoms: the barcode is read, but nothing appears in the input field.

Short answer: For barcodes to arrive as keystrokes, the scanner must be programmed as “USB PC Keyboard”. In “USB Serial”, it emulates a COM port and the data goes to this virtual serial port.

LIKELY CAUSE

The Honeywell quick start guide describes two USB modes: “USB PC Keyboard”, which programmes the scanner as a USB keyboard, and “USB Serial”, which emulates a standard RS232 COM port. In USB Serial mode, only an application that reads this COM port receives the data.

WHAT TO DO

1. Check that the cable is pushed in and locked (see [connecting the cable](#)).
2. Scan the “USB PC Keyboard” barcode in the quick start guide.
3. Place the cursor in a text editor and scan a test barcode.
4. If characters are wrong, set the keyboard country (see [AZERTY keyboard](#)).

Source: USB PC Keyboard; USB Serial – Granit 1920i Quick Start Guide (Honeywell, ref. 1920i-EN-QS Rev A, 07/2017) (official documentation).

Why is my Granit 1920i in USB Serial mode not recognised as a COM port in Windows?

Symptoms: no COM port available for the scanner in the application.

Short answer: In “USB Serial” mode, the scanner emulates a COM port. On Windows, you need to download the driver from the Honeywell website; the driver



takes the next available COM port number. On a Mac, no driver is needed.

LIKELY CAUSE

According to Honeywell, in USB Serial mode the Granit 1920i emulates a standard RS232 COM port. A Windows computer needs the Honeywell driver to create this port. A Mac recognises the scanner as a USB CDC class device and automatically uses a class driver. No other configuration (baud rate, for example) is necessary.

WHAT TO DO

1. Scan the “USB Serial” barcode in the quick start guide.
2. On Windows, download and install the USB Serial driver from the Honeywell website.
3. Identify the COM port number assigned (the first available one) and enter it in your application.
4. There is no need to set the baud rate: the guide states that no additional configuration is necessary.

Source: USB Serial – Granit 1920i Quick Start Guide (Honeywell, ref. 1920i-EN-QS Rev A, 07/2017) (official documentation).

How should I connect and lock the cable on my Granit 1920i?

Symptoms: scanner silent after connection, cable working loose.

Short answer: With the computer switched off, push the cable firmly into the scanner, slide the locking plate over the connector base and tighten the screw. Switch the computer back on once the scanner is fully connected.

LIKELY CAUSE

The Honeywell quick start guide describes connection over USB or to an RS232 serial port, with a cable locked onto the scanner by a plate and a screw.

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Caution: Honeywell asks you to switch off the computer before connecting the scanner and only switch it back on once the scanner is fully connected.

WHAT TO DO

1. Switch off the computer.
2. Push the cable firmly into the scanner.
3. Loosen the locking plate, slide it over the base of the cable connector, then tighten the screw.
4. Connect the other end of the cable to the USB port or the RS232 serial port of the computer.
5. Switch the computer back on.

According to the guide, the power supply (Power Supply Assembly) is ordered separately if needed.

Source: Get Started; Power Supply Assembly; Connect the Scanner – Granit 1920i Quick Start Guide (Honeywell, ref. 1920i-EN-QS Rev A, 07/2017) (official documentation).

How do I reset and configure a Honeywell Granit 1920i?

Reset, Code ID prefix and the EZConfig-Scanning tool: the basic settings described by Honeywell.

How can I reset my Honeywell Granit 1920i handheld scanner to its factory settings?

Short answer: Scan the “Standard Product Defaults” barcode in the quick start guide: it returns all the scanner's standard settings to their default values. Then reprogram the settings you need.

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LIKELY CAUSE

According to Honeywell, the “Standard Product Defaults” barcode returns all the product’s standard settings to their default values. The guide cites the following original values in particular: keyboard country USA, active aiming disabled, DPM illumination cycling direct top and bottom / indirect, low-contrast Data Matrix enhancement enabled, control character transmission enabled.

Caution: This barcode erases the scanner's custom settings: note them before scanning it so that you can reprogram them.

PROCEDURE

1. Scan the “Standard Product Defaults” barcode in the quick start guide.
2. If necessary, reprogram the interface used: “USB PC Keyboard” or “USB Serial” (see [USB keyboard](#) and [USB COM](#)).
3. Reprogram the keyboard country (see [AZERTY keyboard](#)) and the suffix (see [Enter key](#)).
4. Scan a test barcode to check.

Source: Standard Product Defaults; Keyboard Country; Active Aimer; DPM Illumination Settings; Low Contrast Data Matrix Enhancements; Function Code Transmit – Granit 1920i Quick Start Guide (Honeywell, ref. 1920i-EN-QS Rev A, 07/2017) (official documentation).

How can my Granit 1920i indicate the type of barcode read?

Short answer: Scan the “Add Code ID Prefix To All Symbologies (Temporary)” barcode: a Code ID identifier then precedes each transmitted barcode, for all symbologies. The Code ID table is in the user's guide.

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LIKELY CAUSE

The Honeywell quick start guide provides a barcode that adds a Code ID prefix to all symbologies in one go. This prefix makes it possible to identify the symbology of each barcode received.

WHAT TO DO

1. Scan the “Add Code ID Prefix To All Symbologies (Temporary)” barcode in the quick start guide.
2. Scan the barcode to be identified: the first character received is the Code ID.
3. Compare it with the list of Code IDs in the Granit 1920i User's Guide.

The label of the barcode includes the word “Temporary”; the quick start guide does not specify its scope.

Source: Add Code ID Prefix to all Symbologies – Granit 1920i Quick Start Guide (Honeywell, ref. 1920i-EN-QS Rev A, 07/2017) (official documentation).

How can I access the settings on my Granit 1920i that are not in the quick start guide?

Short answer: Honeywell refers you to EZConfig-Scanning, its online configuration tool, for additional functions. The complete lists (keyboard countries, Code IDs, control characters) are in the Granit 1920i user's guide.

LIKELY CAUSE

The quick start guide only presents a selection of settings. For the rest, it refers you to the User's Guide and to the EZConfig-Scanning tool, available on the Honeywell website.

WHAT TO DO

1. Download or open EZConfig-Scanning from the Honeywell website.
2. Consult the Granit 1920i User's Guide for the complete lists of settings.

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3. To look for a solution, use the Honeywell knowledge base and technical support portal, cited in the “Support” section of the guide.

Source: EZConfig-Scanning; Support – Granit 1920i Quick Start Guide (Honeywell, ref. 1920i-EN-QS Rev A, 07/2017) (official documentation).

Granit 1920i: warranty, repair, end of life and replacement

Warranty period, repair process and end-of-service dates published by the manufacturer.

Is my Honeywell Granit 1920i still supported by Honeywell?

Short answer: The Granit 1920i is on the Honeywell list of discontinued products: end of manufacture in May 2025, last renewal date in December 2027 and end of service in December 2028. Honeywell names the Granit Ultra 2100iSR and 2100iHD as replacements.

LIKELY CAUSE

The Honeywell discontinued products page (Barcode Scanners tab) lists the Granit 1920i with the status “End of Service”. According to the definitions on this page, End-of-Service refers to products for which Honeywell is no longer able to provide technical or maintenance service.

WHAT TO DO

1. Note the dates in the Honeywell table: End of Life/Build 05-2025, Last Renewal Date 12-2027, End of Service 12-2028.
2. If your fleet is under contract, check its expiry dates against these dates.
3. Plan a replacement with one of the models named by Honeywell: Granit Ultra 2100iSR or Granit Ultra 2100iHD.

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When to call a technician: after December 2028, the end-of-service date given by Honeywell, the manufacturer no longer provides technical service or maintenance for this model.

Source: [Discontinued Productivity Products | Honeywell](#) – Honeywell, “Discontinued Productivity Solutions Products” page (Overview and Barcode Scanners tabs) (official documentation).

How do I get my Granit 1920i repaired under warranty?

Short answer: The manufacturer's warranty matrix gives 3 years for the Granit 1920i. As an end user, go through your reseller or distributor, with the scanner's serial number, to obtain a return authorisation (RMA).

LIKELY CAUSE

According to the Return Material Authorization page, an end customer's return authorisation goes through the chosen partner or distributor. The warranty statement specifies that the device is repaired or replaced, at the manufacturer's option, and that the warranty does not cover software.

Caution: According to the warranty statement, unauthorised repair or misuse voids the warranty.

WHAT TO DO

1. Note the scanner's serial number (or date code) and find the dated proof of purchase.
2. Contact the reseller from whom the scanner was bought: it is the reseller that submits the request to the manufacturer.
3. Prepare the product type and a precise description of the fault.
4. On receipt of the RMA number, ship the scanner in its original packaging, with a copy of the invoice, carriage paid and with the RMA number visible on the label.

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When to call a technician: for any hardware fault, repair goes through the reseller and the manufacturer's return process (RMA).

The end of service of the Granit 1920i, set for December 2028, limits the period during which Honeywell states it can provide maintenance (see [end of life](#)).

Sources: [Warranty Matrix](#)  – Manufacturer's website (pss.honeywell.com), warranty period matrix · [Warranty](#)  – Manufacturer's website (pss.honeywell.com), Warranty Statement · [Productivity Solutions](#)  – Honeywell, Return Material Authorization (RMA) page for Productivity Solutions products (official documentation).

When should you call a technician for a Honeywell Granit 1920i scanner?

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

- **Barcode still unreadable after adjustments and reset:** Honeywell refers you to its knowledge base and its technical support portal (see [the scanner does not read](#)).
- **Hardware fault, repair under warranty:** An end user's return request (RMA) goes through their reseller or distributor, with the serial number and proof of purchase (see [warranty and repair](#)).
- **After end of service:** From December 2028, Honeywell no longer provides technical service or maintenance for the Granit 1920i (see [end of life](#)).

Avoiding recurring faults on the Honeywell Granit 1920i scanner: preventive maintenance

Degraded reading, lost settings, unstable connection: 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:

General check of the devices

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

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 Granit 1920i scanner troubleshooting: frequently asked questions

How do I reset a Honeywell Granit 1920i?

Scan the “Standard Product Defaults” barcode in the Honeywell quick start guide. It returns all the scanner's standard settings to their default values. Then, if necessary, reprogram the interface, the keyboard country and the suffix. [See the detailed entry.](#)

How do I set a Granit 1920i to an AZERTY keyboard?

The keyboard country is set to the United States by default. Scan “Program Keyboard Country”, then the digit 3 (France) in the programming chart, then “Save”. For Belgium,

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the code is 1, and for Switzerland 6. [See the detailed entry.](#)

How do I add the Enter key after each scan on a Granit 1920i?

Scan “Add CR Suffix”: a carriage return is added after each barcode. “Add Tab Suffix” adds a tab, and “Remove Suffix” removes the suffixes. [See the detailed entry.](#)

Which illumination should I choose to read a dot peen mark with the Granit 1920i?

Honeywell recommends the “Direct Illumination – Bottom” setting, which only switches on the bottom illumination, for dot peen codes. On a reflective surface, tilt the scanner slightly. For curved or rough surfaces, indirect illumination is recommended. [See the detailed entry.](#)

Do I need a driver to use the Granit 1920i over USB?

Only in “USB Serial” mode on Windows: the driver is downloaded from the Honeywell website and takes the next available COM port number. A Mac automatically uses a class driver. In “USB PC Keyboard” mode, the scanner is programmed as a USB keyboard. [See the detailed entry.](#)

Why does the aiming beam on the Granit 1920i not come on before the trigger is pressed?

This is the default setting: the scanner and the aiming beam stay off until the trigger is pressed. With the Active Aimer option enabled, the beam appears as soon as the scanner is in motion. [See the detailed entry.](#)

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Is the Granit 1920i still supported by Honeywell?

The Granit 1920i is on the Honeywell list of discontinued products: end of manufacture in May 2025 and end of service in December 2028. After that date, Honeywell no longer provides technical service or maintenance. The replacements named are the Granit Ultra 2100iSR and 2100iHD. [See the detailed entry.](#)

What is the warranty on the Honeywell Granit 1920i?

The manufacturer's warranty matrix gives 3 years for the Granit 1920i. For a repair, the end user contacts their reseller or distributor with the scanner's serial number and its dated proof of purchase. Unauthorised repair voids the warranty. [See the detailed entry.](#)

Sources consulted

All the causes, procedures and settings in this guide come from the manufacturer's official documents listed below, consulted on 20 October 2026. The quick start guide is cited by its title: the copy hosted by Honeywell can only be accessed with an account.

- Granit 1920i Industrial Direct Part Mark (DPM) Area-Imaging Scanner – Quick Start Guide – Honeywell, ref. 1920i-EN-QS Rev A, 07/2017 **official**
- [Discontinued Productivity Products | Honeywell](#)  – Honeywell, “Discontinued Productivity Solutions Products” page (Overview and Barcode Scanners tabs) **official**
- [Warranty Matrix](#)  – Manufacturer's website (pss.honeywell.com), warranty period matrix **official**
- [Warranty](#)  – Manufacturer's website (pss.honeywell.com), Warranty Statement **official**
- [Productivity Solutions](#)  – Honeywell, Return Material Authorization (RMA) page for Productivity Solutions products **official**

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The following official pages were not consulted for this guide: the Granit 1920i product page on automation.honeywell.com, the 1920i quick start guide on prod-edam.honeywell.com, the Granit 1920i User's Guide, the “Network and Security for Honeywell Scanners” guide, the support.honeywellaidc.com and honeywellaidc.force.com knowledge bases, sps-support.honeywell.com and the hsmftp.honeywell.com download portal. They 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 Granit 1920i](#)
- [All troubleshooting guides for Honeywell scanners and mobile computers](#) ([Granit 1980i / 1981i](#), [Granit Ultra 2100i / 2105i](#), [Granit XP 1990i / 1991i](#), [HF800](#), [CK3R](#) and [CK3X](#), [CK62](#), [CK65](#), [CK67](#), [CK75](#), [ScanPal EDA61K](#))
- [Maintenance and repair of Honeywell scanners](#)
- [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/granit-1920i>, updated on 21 October 2026.

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