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TROUBLESHOOTING GUIDE

Honeywell Granit 1980i and 1981i troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Honeywell documentation, Granit 1980i Quick Start Guide (GRNT1980-QS) and Granit 1981i Quick Start Guide (GRNT1981-QS) (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the Honeywell 1980i and 1981i Series product page →

In brief. The Honeywell Granit 1980i (corded) and 1981i (Bluetooth cordless, with charging and communication base) are long-range industrial handheld scanners: red illumination at less than 30 cm, laser pointer up to 15.2 m. Honeywell discontinued them in May 2023 and states an end of service in May 2026. According to its quick start guides, common faults come from the aiming technique for the distance, the link between the 1981i scanner and its base, and the transmission settings (keyboard country, suffix). This guide brings together 24 entries, up to warranty and end of life. Click a question to open the entry.

- **The scanner beeps or the base light flashes:** find the signal in the [lookup table](#) and open the matching entry.
- **The scanner does not scan, or the data arrives incorrectly:** see the [scanning](#) (close up, at a distance, glossy barcode), [transmission](#) and [connection](#) sections.

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- **The problem keeps coming back:** the [preventive maintenance](#) section explains how it reduces this type of fault.

What do the beeps and lights on my Honeywell Granit 1980i or 1981i mean? Find the cause by signal

The Granit 1981i signals the state of its link with beeps and the charge of its battery with the green light on its base. The table links each signal or symptom to its cause and to the troubleshooting entry.

Beeps or symptom	Lights (Honeywell guide)	Likely cause	Entry
3 beeps when scanning a barcode (1981i)	—	Scanner not linked to its base	Three beeps
1 beep when scanning a barcode (1981i)	—	Link with the base established (normal operation)	Link the scanner
Base light flashing (1981i)	● flashing green (base)	Scanner battery charging	Green base light
Scanner charging on the base but not linked (1981i)	—	Locked Link mode: another scanner is already linked	Locked link
Laser dot to the right of the red frame, close up	—	Normal at less than 30 cm: aim with the red frame	Close-up scanning

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Beeps or symptom	Lights (Honeywell guide)	Likely cause	Entry
Red illumination not visible at long distance	—	Normal at long distance: aim with the laser pointer	<u>Long-distance scanning</u>
Laser only, then scanning after a delay	—	Aiming delay (Aimer Delay) set to 1000 ms	<u>Aiming delay</u>
Incorrect characters on screen	—	Keyboard country left on USA	<u>AZERTY keyboard</u>

The signals come from the Honeywell quick start guides for the Granit 1981i (GRNT1981-QS) and the Granit 1980i (GRNT1980-QS). These guides only describe the link beeps and the base charging light. A dash indicates that the page consulted does not specify the light state.

Three beeps on my Honeywell Granit 1981i: causes and solutions

The Honeywell guide for the 1981i associates the number of beeps with the state of the link with the base.

Why does my Honeywell Granit 1981i scanner beep three times when I scan a barcode?

Beeps: three beeps when scanning a barcode · Light: —

Short answer: According to Honeywell, three beeps when scanning a barcode indicate that the 1981i scanner is not linked to its base. Place it on the base, connected and powered, then scan a barcode again: a single beep confirms the

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link.

LIKELY CAUSE

The Granit 1981i transmits its scans to the computer via its base. As long as the link is not established, each scan produces three beeps. If the base is in Locked Link Mode and already linked to another scanner, the new scanner is charged but not linked.

WHAT TO DO

1. Check that the base is connected to the computer and powered (see [connecting the base](#)).
2. Place the scanner on the base to establish the link.
3. Scan a barcode: one beep signals an established link, three beeps no link.
4. If the base was linked to another scanner, unlink that scanner ([unlink a scanner](#)) or, if it is lost or broken, use “Override Locked Scanner” ([replace a scanner](#)).

When to call a technician: if the link still fails, the guide refers you to the Honeywell support, service and repair contact details; however, check the model's end-of-service dates (end-of-life entry).

Source: Getting Started; Locked Link Mode; Override Locked Scanner; Unlinking the Scanner; Technical Assistance – Granit 1981i Quick Start Guide (Honeywell, ref. GRNT1981-QS Rev A, 12/14) (official documentation).

My Honeywell Granit 1980i or 1981i does not scan barcodes: causes and solutions

Close up or at a distance, the aiming technique is not the same: here are the rules given by Honeywell.

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Why does my Honeywell Granit 1980i scanner not scan the barcode?

Symptoms: no scan when the trigger is pressed.

Short answer: Adapt your aiming to the distance: close up (less than 30 cm), centre the red illumination frame on the barcode; at a distance (up to 15.2 m), aim at the centre of the barcode with the laser pointer. On a glossy label, tilt the scanner.

LIKELY CAUSE

The Granit 1980i and 1981i are long-range (Full Range) scanners. According to Honeywell, the aiming technique changes with the distance: red illumination and centred frame close up, laser pointer at the centre of the barcode at a distance. Highly reflective barcodes require an angle. On the 1981i, a scanner not linked to its base signals each scan with three beeps.

WHAT TO DO

1. At less than 30 cm, centre the red illumination frame on the barcode (see [close-up scanning](#)).
2. Beyond that, aim at the centre of the barcode with the laser pointer (see [long-distance scanning](#)).
3. If the barcode is laminated or glossy, tilt the scanner (see [glossy barcode](#)).
4. On the 1981i, if scanning produces three beeps, first link the scanner to its base (see [three beeps](#)).
5. If unknown settings have been changed, scan “Standard Product Defaults” (see [reset](#)).

When to call a technician: if the scanner still does not scan any barcode after a reset, the guide refers you to the Honeywell support, service and repair contact details, subject to the model's end-of-service dates.

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The quick start guides do not cover enabling symbologies or cleaning the window: they refer you to the user guide (User's Guide).

Sources: Reading Techniques; Near Distance Scanning; Far Distance Scanning; Standard Product Defaults; Technical Assistance – Granit 1980i Quick Start Guide (Honeywell, ref. GRNT1980-QS Rev A, 12/14) · Getting Started – Granit 1981i Quick Start Guide (Honeywell, ref. GRNT1981-QS Rev A, 12/14) (official documentation).

Why does my Granit 1980i scan poorly when a barcode is held very close to it?

Symptoms: close up, the laser dot is not at the centre of the red frame.

Short answer: Close up (less than 30 cm), aim with the red illumination: centre the frame on the barcode. Honeywell specifies that the laser pointer then appears to the right of centre; do not use it to aim at short range.

LIKELY CAUSE

The Honeywell guide associates short-range scanning (less than 30 cm) with the red illumination, whose frame must be centred on the barcode. At this distance, the laser pointer is offset to the right of centre.

WHAT TO DO

1. Hold the barcode less than 30 cm from the scanner.
2. Press the trigger and centre the red illumination frame on the barcode.
3. Ignore the laser dot, which is offset to the right of centre at this distance.

Applies to both the 1980i and the 1981i: both quick start guides describe the same technique.

Sources: Near Distance Scanning – Granit 1980i Quick Start Guide (Honeywell, ref. GRNT1980-QS Rev A, 12/14) · Near Distance Scanning – Granit 1981i Quick Start Guide (Honeywell, ref. GRNT1981-QS Rev A, 12/14) (official documentation).

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Why does my Granit 1980i not scan a barcode several metres away?

Symptoms: at a distance, the red illumination is not visible on the barcode.

Short answer: At a distance (up to 15.2 m), aim at the centre of the barcode with the laser pointer: according to Honeywell, the red illumination may not be visible at this distance. An aiming delay of 1000 ms can help.

LIKELY CAUSE

Honeywell states that long-distance scanning is done with the laser pointer, centred on the barcode, up to 15.2 m. The red illumination may then be invisible: this is normal. The 1981i guide specifies that the aiming delay (Aimer Delay) can help for long-distance scans.

WHAT TO DO

1. Press the trigger and place the laser dot at the centre of the barcode.
2. Do not look for the red frame: at long distance, it may not be visible.
3. If you have difficulty finding the barcode before the image is captured, enable “Aimer Delay 1000 ms” (see [aiming delay](#)).

Sources: Far Distance Scanning – Granit 1980i Quick Start Guide (Honeywell, ref. GRNT1980-QS Rev A, 12/14) · Far Distance Scanning; Aimer Delay – Granit 1981i Quick Start Guide (Honeywell, ref. GRNT1981-QS Rev A, 12/14) (official documentation).

Why does my Granit 1981i not scan a laminated or glossy label?

Symptoms: laminated or highly reflective label not scanned head-on.

Short answer: Tilt the scanner: Honeywell states that a highly reflective barcode, for example a laminated one, may require a scanning angle.

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LIKELY CAUSE

The Granit 1980i and 1981i quick start guides point out that highly reflective barcodes (laminated labels, for example) may require you to tilt the scanner.

WHAT TO DO

1. Aim at the barcode as usual (red frame close up, laser at a distance).
2. Tilt the scanner in relation to the label, then press the trigger.
3. Try several angles if the first one is not enough.

Sources: Reading Techniques – Granit 1981i Quick Start Guide (Honeywell, ref. GRNT1981-QS Rev A, 12/14) · Reading Techniques – Granit 1980i Quick Start Guide (Honeywell, ref. GRNT1980-QS Rev A, 12/14) (official documentation).

Why does my Granit 1980i wait one second before scanning after I press the trigger?

Symptoms: only the laser pointer appears, then the illumination comes on and scanning takes place after a delay.

Short answer: The aiming delay (Aimer Delay) is set to 1000 ms. Scan “Aimer Delay Off” for immediate scanning; this is the 1980i default setting.

LIKELY CAUSE

According to Honeywell, the Aimer Delay option sets the time between pressing the trigger, which turns on the laser pointer, and image capture. During this delay, the laser helps you find the barcode; at the end, the illumination comes on and the scanner reads the barcode.

WHAT TO DO

1. To remove the wait, scan “Aimer Delay Off” in the “Aimer Delay” section of the quick start guide.
2. For long-distance scans, you can instead choose “Aimer Delay 1000 ms”.

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The 1980i guide gives “Aimer Delay Off” as the default setting; the 1981i guide does not specify a default value.

Sources: Aimer Delay – Granit 1980i Quick Start Guide (Honeywell, ref. GRNT1980-QS Rev A, 12/14) · Aimer Delay – Granit 1981i Quick Start Guide (Honeywell, ref. GRNT1981-QS Rev A, 12/14) (official documentation).

My Granit 1980i or 1981i sends incorrect characters: causes and solutions

Keyboard country, suffix and function codes determine the data received by the application.

Why does my Granit 1980i scanner not send the right characters on an AZERTY keyboard?

Symptoms: characters different from the barcode content.

Short answer: Program the keyboard country: scan “Program Keyboard Country”, the digit 3 (France), then “Save”. Some symbols are not supported outside the US keyboard.

LIKELY CAUSE

The default keyboard country is USA (code 0). According to Honeywell, for countries other than the United States, the scanner does not support the characters @ | \$ # { } [] = / ' \ < > ~.

WHAT TO DO

1. Scan “Program Keyboard Country” (“Keyboard Country” section of the quick start guide).
2. Scan the country digit in the programming chart: 3 France, 1 Belgium, 6 Switzerland.
3. Scan “Save”.

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4. Test with a barcode; if your barcodes contain one of the unsupported characters, check the result in your application.

The full list of countries is in the user guide (User's Guide). Same procedure on the 1981i.

Sources: Keyboard Country – Granit 1980i Quick Start Guide (Honeywell, ref. GRNT1980-QS Rev A, 12/14) · Keyboard Country – Granit 1981i Quick Start Guide (Honeywell, ref. GRNT1981-QS Rev A, 12/14) (official documentation).

Why does my Granit 1981i not send an Enter key after each barcode?

Symptoms: the entry is not confirmed and the barcodes follow one another on the same line.

Short answer: No suffix is added. Scan “Add CR Suffix” for a carriage return after each barcode, or “Add Tab Suffix” for a tab.

LIKELY CAUSE

The Honeywell quick start guides for the 1980i and 1981i offer the option of adding a carriage return or a tab after each barcode, and a barcode to remove suffixes.

WHAT TO DO

1. Scan “Add CR Suffix” to confirm each scan with a carriage return.
2. Or scan “Add Tab Suffix” to move to the next field.
3. If there is an unwanted suffix, scan “Remove Suffix”.

Sources: Suffix – Granit 1981i Quick Start Guide (Honeywell, ref. GRNT1981-QS Rev A, 12/14) · Suffix – Granit 1980i Quick Start Guide (Honeywell, ref. GRNT1980-QS Rev A, 12/14) (official documentation).

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Why does my Granit 1980i transmit function codes to my application?

Symptoms: unexpected control characters in the data received.

Short answer: The “Function Code Transmit” option is enabled by default: function codes present in the barcode are sent to the computer. Scan “Disable” in this section to block them.

LIKELY CAUSE

According to Honeywell, when the option is enabled and function codes are present in the scanned data, the scanner transmits them. The 1981i guide specifies that in keyboard emulation (keyboard wedge) mode, they are first converted into key codes.

WHAT TO DO

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

Sources: Function Code Transmit – Granit 1980i Quick Start Guide (Honeywell, ref. GRNT1980-QS Rev A, 12/14) · Function Code Transmit – Granit 1981i Quick Start Guide (Honeywell, ref. GRNT1981-QS Rev A, 12/14) (official documentation).

My Granit 1981i does not link to its base or my Granit 1980i does not communicate: causes and solutions

Linking the 1981i scanner with its base, the 1980i cable and USB modes: the procedures in the Honeywell guides.

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How do I link my Granit 1981i scanner to its base?

Beeps: one beep when scanning a barcode, once the link is established · Light: —

Short answer: Connect and power the base, then simply place the scanner on it: the link is established. Then scan a barcode; a single beep confirms that the scanner is linked.

LIKELY CAUSE

According to the 1981i quick start guide, the link between the scanner and the base is created by placing the scanner in the base, once the base is connected to the computer and powered on.

PROCEDURE

1. With the computer off, connect the base (USB, keyboard emulation or RS232 serial port), then turn the computer back on.
2. Place the scanner on the base.
3. Scan a test barcode: one beep, the link is established; three beeps, it is not (see [three beeps](#)).

In Locked Link Mode (only one scanner per base), another scanner placed on the base is charged but not linked.

Source: Getting Started; Connecting the Base; Locked Link Mode – Granit 1981i Quick Start Guide (Honeywell, ref. GRNT1981-QS Rev A, 12/14) (official documentation).

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Why does another Granit 1981i scanner charge on my base without linking to it?

Symptoms: the scanner placed on the base charges, but its scans do not reach the computer.

Short answer: In Locked Link Mode, as soon as a scanner is linked, any other scanner placed on the base by mistake is charged but not linked. To change scanners, first unlink the first one.

LIKELY CAUSE

Honeywell describes Locked Link mode (only one scanner): it prevents a scanner placed on the base inadvertently from taking control of it. The base charges this scanner without linking it.

WHAT TO DO

1. With the currently linked scanner, scan the “Unlink Scanner” barcode.
2. Place the new scanner on the base.
3. Scan a barcode: one beep confirms the link.
4. If the original scanner is no longer available, follow the [replace a scanner](#) entry instead.

Source: Locked Link Mode; Unlinking the Scanner – Granit 1981i Quick Start Guide (Honeywell, ref. GRNT1981-QS Rev A, 12/14) (official documentation).

How do I link a new Granit 1981i scanner to the base when the old one is lost or broken?

Short answer: With the new scanner, scan the “Override Locked Scanner” barcode, then place it on the base. According to Honeywell, the link with the lost or broken scanner is removed and the new one is linked.

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LIKELY CAUSE

In Locked Link mode, the base accepts only one scanner. When that scanner can no longer be unlinked (lost, broken), the “Override Locked Scanner” barcode lets you replace it.

PROCEDURE

1. With the new scanner, scan the “Override Locked Scanner” barcode in the quick start guide.
2. Place the new scanner on the base.
3. Scan a test barcode: one beep confirms the link.

The link between the old scanner and the base is removed.

Source: Override Locked Scanner – Granit 1981i Quick Start Guide (Honeywell, ref. GRNT1981-QS Rev A, 12/14) (official documentation).

How do I unlink my Granit 1981i scanner from its base?

Short answer: Scan the “Unlink Scanner” barcode with the linked scanner. It no longer communicates with the base, which can then accept another scanner.

LIKELY CAUSE

According to Honeywell, a scanner must be unlinked before a new one can be linked to the same base. Once unlinked, it no longer communicates with the base.

PROCEDURE

1. Take the scanner currently linked to the base.
2. Scan the “Unlink Scanner” barcode in the quick start guide.
3. To link another scanner, place it on the base (see [link the scanner](#)).

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Source: Unlinking the Scanner – Granit 1981i Quick Start Guide (Honeywell, ref. GRNT1981-QS Rev A, 12/14) (official documentation).

How do I connect my Granit 1981i base to the computer?

Symptoms: the base transmits nothing, the scanner does not link.

Short answer: Turn off the computer, connect the base via USB, keyboard emulation (keyboard wedge) or an RS232 serial port, then turn the computer back on. If a power supply is needed, it is ordered separately.

LIKELY CAUSE

The 1981i quick start guide provides for three ways of connecting the base: USB, keyboard emulation and RS232 serial port. The base must be connected and powered on to link the scanner.

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

PROCEDURE

1. Switch off the computer.
2. Connect the base to the computer with the cable for the chosen interface (USB, keyboard emulation or RS232).
3. Plug in the base power supply if your installation requires one.
4. Turn the computer back on, then place the scanner on the base to link it.

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

Source: Getting Started; Power Supply Assembly; Connecting the Base – Granit 1981i Quick Start Guide (Honeywell, ref. GRNT1981-QS Rev A, 12/14) (official documentation).

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How do I attach the cable to my Granit 1980i scanner?

Symptoms: the corded scanner does not respond or the cable comes unplugged.

Short answer: With the computer off, push the cable into the scanner, slide the locking plate over the connector base and tighten the screw. Connect the other end via USB or to an RS232 serial port, then turn the computer back on.

LIKELY CAUSE

The Granit 1980i is a corded scanner. Its quick start guide provides for a USB or RS232 connection, with a cable held on the scanner by a screwed locking plate.

Caution: According to Honeywell, the computer must be turned off while the scanner is being connected.

PROCEDURE

1. Turn off the computer.
2. Push the cable firmly into the scanner.
3. Loosen the locking plate, slide it over the connector base, then tighten the screw.
4. Plug the other end into a USB port or an RS232 serial port.
5. Turn the computer back on once the scanner is fully connected.

The power supply, if needed, is ordered separately.

Source: Getting Started; Power Supply Assembly; Connecting the Scanner – Granit 1980i Quick Start Guide (Honeywell, ref. GRNT1980-QS Rev A, 12/14) (official documentation).

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Why do the barcodes scanned by my Granit 1980i not appear in my software?

Symptoms: the scan takes place, but no characters arrive in the input field.

Short answer: The scanner must be programmed for “USB PC Keyboard” for the barcodes to arrive as keystrokes. In “USB Serial”, it emulates a COM port: only applications that read this port receive the data.

LIKELY CAUSE

The 1980i and 1981i quick start guides describe two USB modes: “USB PC Keyboard” (the scanner behaves like a USB keyboard) and “USB Serial” (emulation of an RS232 COM port).

WHAT TO DO

1. Check the connection (see [1980i cable](#) or [1981i base](#)); on the 1981i, also check that the scanner is linked (one beep when scanning).
2. Scan the “USB PC Keyboard” barcode.
3. Place the cursor in a text editor and scan a test barcode.
4. If the characters are wrong, set the keyboard country (see [AZERTY keyboard](#)).

Sources: USB PC Keyboard; USB Serial – Granit 1980i Quick Start Guide (Honeywell, ref. GRNT1980-QS Rev A, 12/14) · USB PC Keyboard; USB Serial – Granit 1981i Quick Start Guide (Honeywell, ref. GRNT1981-QS Rev A, 12/14) (official documentation).



Why does my Granit 1980i or 1981i not appear as a COM port in Windows?

Symptoms: the application cannot find any COM port for the scanner.

Short answer: In “USB Serial”, the scanner emulates an RS232 COM port. Windows needs the driver downloaded from the Honeywell website, which assigns the next available COM port number; a Mac uses its built-in class driver.

LIKELY CAUSE

According to Honeywell, without the USB Serial driver, a Windows PC does not create the virtual COM port. Apple Macintosh computers use a built-in class driver. No other setting, such as the baud rate, is required.

WHAT TO DO

1. Scan the “USB Serial” barcode in the quick start guide.
2. In Windows, install the driver downloaded from the Honeywell website.
3. Note the COM port number assigned (the first available one) and select it in your application.
4. Do not try to set the transmission speed: the guide states that no additional configuration is required.

Sources: USB Serial – Granit 1980i Quick Start Guide (Honeywell, ref. GRNT1980-QS Rev A, 12/14) · USB Serial – Granit 1981i Quick Start Guide (Honeywell, ref. GRNT1981-QS Rev A, 12/14) (official documentation).

The base light on my Granit 1981i is flashing: charging and power

The 1981i base charges the scanner battery and signals this with its green light.

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Why is the green light on my Granit 1981i base flashing?

Light: flashing green on the base.

Short answer: According to Honeywell, the green light on the base flashes to indicate that the scanner battery is charging. Leave the scanner on the base, connected and powered.

LIKELY CAUSE

The 1981i quick start guide associates the flashing of the green base light with the charging of the scanner battery. The base must be connected and powered on; its power supply, if needed, is ordered separately.

WHAT TO DO

1. Leave the scanner on the base while it charges.
2. If the light does not flash, check the connection and power supply of the base (see [connecting the base](#)).

The quick start guide describes neither the end of charging nor the other light states; this information is not included here.

Source: Getting Started; Power Supply Assembly – Granit 1981i Quick Start Guide (Honeywell, ref. GRNT1981-QS Rev A, 12/14) (official documentation).

How do I reset and configure a Honeywell Granit 1980i or 1981i?

Reset, Code ID prefix, data formats and EZConfig-Scanning.

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How do I restore my Honeywell Granit 1980i or 1981i scanner to factory settings?

Short answer: Scan the “Standard Product Defaults” barcode in the quick start guide: all standard settings return to their default values. Then, if necessary, reprogram the interface, the keyboard country and the suffix.

LIKELY CAUSE

According to Honeywell, this barcode resets all standard product settings to their default values, for example keyboard country USA and function code transmission enabled.

Caution: All custom settings are erased: note them down before the reset.

PROCEDURE

1. On the 1981i, first check that the scanner is linked to its base (one beep when scanning).
2. Scan “Standard Product Defaults”.
3. If necessary, reprogram the interface: “USB PC Keyboard” or “USB Serial”.
4. Reprogram the keyboard country (see [AZERTY keyboard](#)) and the suffix (see [Enter key](#)).
5. Scan a test barcode.

The quick start guide does not specify whether the reset changes the link between the 1981i scanner and its base.

Sources: Standard Product Defaults; Keyboard Country; Function Code Transmit – Granit 1980i Quick Start Guide (Honeywell, ref. GRNT1980-QS Rev A, 12/14) · Standard Product Defaults – Granit 1981i Quick Start Guide (Honeywell, ref. GRNT1981-QS Rev A, 12/14) (official documentation).

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How can my Granit 1980i indicate the symbology of each barcode scanned?

Short answer: Scan “Add Code ID Prefix To All Symbologies (Temporary)”: each barcode transmitted is preceded by its Code ID identifier. The mapping between Code ID and symbology is given in the user guide.

LIKELY CAUSE

The Honeywell quick start guides for the 1980i and 1981i contain a barcode that adds, in one go, a Code ID prefix to all symbologies.

WHAT TO DO

1. Scan “Add Code ID Prefix To All Symbologies (Temporary)”.
2. Scan the barcode to be identified and find the prefix received at the start of the data.
3. Look up the corresponding symbology in the list of Code IDs in the user guide (User's Guide).

The quick start guide does not explain the word “Temporary” in the label.

Sources: Add Code ID Prefix to all Symbologies – Granit 1980i Quick Start Guide (Honeywell, ref. GRNT1980-QS Rev A, 12/14) · Add Code ID Prefix to all Symbologies – Granit 1981i Quick Start Guide (Honeywell, ref. GRNT1981-QS Rev A, 12/14) (official documentation).

Why does my Granit 1980i change the data of the barcodes it scans?

Symptoms: the data received differs from the barcode content (characters added, removed or moved).

Short answer: A data format may have been programmed with the format editor (Data Format Editor). Scan “Clear All Data Formats” to erase the saved formats.



LIKELY CAUSE

The Honeywell quick start guides for the 1980i and 1981i describe the format editor, which transforms the data before it is sent, and the “Clear All Data Formats” barcode, which deletes existing formats.

WHAT TO DO

1. Scan “Clear All Data Formats” (“Data Format Editor Instructions” section).
2. Read the barcode again and check the data received.
3. To create a format, follow the abridged procedure in the guide: “Enter Data Format”, 0 (primary format), 099 (any terminal), 99 (any barcode type), 9999 (any length), editing commands from the programming chart, then “Save”.

The detailed editing commands are in the user guide (User's Guide).

Sources: Data Format Editor Instructions; Programming Chart – Granit 1980i Quick Start Guide (Honeywell, ref. GRNT1980-QS Rev A, 12/14) · Data Format Editor Instructions – Granit 1981i Quick Start Guide (Honeywell, ref. GRNT1981-QS Rev A, 12/14) (official documentation).

How do I access the advanced settings of my Granit 1980i or 1981i?

Short answer: Honeywell refers you to EZConfig-Scanning, its online configuration tool, for features not included in the quick start guide, and to the user guide (User's Guide) for the full lists.

LIKELY CAUSE

The quick start guides only present a selection of barcodes. EZConfig-Scanning gives access to additional scanner features.

WHAT TO DO

1. Get EZConfig-Scanning from the Honeywell website.
2. Use the user guide for the full lists (keyboard countries, Code IDs, format commands).

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Sources: EZConfig-Scanning; User Documentation – Granit 1980i Quick Start Guide (Honeywell, ref. GRNT1980-QS Rev A, 12/14) · EZConfig-Scanning – Granit 1981i Quick Start Guide (Honeywell, ref. GRNT1981-QS Rev A, 12/14) (official documentation).

Granit 1980i and 1981i: warranty, end of life and replacement

Warranty period, return process and end-of-service dates published by the manufacturer for both models.

Is my Honeywell Granit 1980i or 1981i still repaired by Honeywell?

Short answer: The Granit 1980i and 1981i have been discontinued since May 2023, and Honeywell states an end of service in May 2026. The designated replacements are the Granit XP 1990iXLR (for the 1980i) and the Granit XP 1991iXLR (for the 1981i).

LIKELY CAUSE

The Honeywell discontinued products page (Barcode Scanners tab) classifies the 1980i and 1981i as end of life: end of manufacture and last renewal in 05-2023, end of service in 05-2026. According to the definitions on this page, end of service (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 manufacture (End of Life/Build) 05-2023, last renewal (Last Renewal Date) 05-2023, end of service 05-2026.
2. List the 1980i and 1981i units still in service and their bases.

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3. Plan their replacement with the models designated by Honeywell: Granit XP 1990iXLR and Granit XP 1991iXLR.

When to call a technician: since May 2026, the end-of-service date given by Honeywell, the manufacturer no longer provides technical service or maintenance for the Granit 1980i and 1981i.

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

Is my Granit 1981i still covered by the manufacturer's warranty?

Short answer: The manufacturer's warranty matrix gives 3 years for the Granit 1980i as for the 1981i, and 3 years for the charging and communication bases. To check a scanner, contact your reseller with its serial number and its dated proof of purchase.

LIKELY CAUSE

According to the warranty statement, a customer who bought from a reseller contacts that reseller with the device's serial number; the reseller handles the request with the manufacturer. The Return Material Authorization page specifies that an end customer's return authorisation (RMA) goes through the chosen partner or distributor.

Caution: According to the warranty statement, unauthorised repair or misuse voids the warranty, and software is not covered.

WHAT TO DO

1. Note the serial number (or date code) of the handheld unit or scanner, and of the base for the 1981i.
2. Find the dated proof of purchase.

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3. Contact your reseller with this information, the product type and a description of the fault.
4. If a return is accepted, ship the device with a copy of the invoice, carriage paid, with the RMA number visible on the label.

When to call a technician: an end user's repair request goes through their reseller or distributor; since May 2026, Honeywell states that it can no longer provide technical service or maintenance for these models.

The 1980i and 1981i have no longer been manufactured since May 2023 (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 · [Discontinued Productivity Products | Honeywell](#) – Honeywell, “Discontinued Productivity Solutions Products” page (Overview and Barcode Scanners tabs) (official documentation).

When should you call a technician for a Honeywell Granit 1980i or 1981i 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:

- **Unable to link with the base:** The guides refer you to the Honeywell support, service and repair contact details, subject to the model's end of service (see [three beeps](#)).
- **No scanning after a reset:** Same referral to Honeywell support (see [the scanner does not scan](#)).
- **Repair or return under warranty:** The request goes through the reseller or distributor, with the serial number and proof of purchase (see [warranty](#)).
- **After end of service:** Since May 2026, Honeywell no longer provides technical service or maintenance for the Granit 1980i and 1981i (see [end of life](#)).

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Avoiding recurring faults on the Honeywell Granit 1980i and 1981i scanner: preventive maintenance

Worn battery, degraded reading, lost settings: 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.

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).

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Honeywell Granit 1980i or 1981i scanner troubleshooting: frequently asked questions

What do three beeps mean on a Granit 1981i?

According to Honeywell, three beeps when scanning a barcode mean that the scanner is not linked to its base. Place it on the base, connected and powered, then scan a barcode again: a single beep confirms the link. [See the detailed entry.](#)

How do I link a Granit 1981i to its base?

Connect the base to the computer while it is off, turn the computer back on, then place the scanner on the base. The link is established; one beep on the next scan confirms it. If another scanner was already linked, you must first unlink it. [See the detailed entry.](#)

How do I reset a Honeywell Granit 1980i?

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

What is the scanning distance of the Granit 1980i?

Honeywell describes two techniques: at less than 30 cm, you aim with the red illumination frame; at long distance, up to 15.2 m, you aim at the centre of the barcode with the laser pointer. At long distance, the red illumination may not be visible. [See the detailed entry.](#)

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How do I set a Granit 1980i to AZERTY?

Scan “Program Keyboard Country”, then the digit 3 (France) in the programming chart, then “Save”. Outside the US keyboard, Honeywell states that some symbols are not supported, such as @, #, \$ or square brackets. [See the detailed entry.](#)

How do I replace a lost Granit 1981i scanner?

With the new scanner, scan the “Override Locked Scanner” barcode, then place it on the base. The link with the old scanner is removed and the new one is linked. [See the detailed entry.](#)

Why is the green light on the Granit 1981i base flashing?

According to Honeywell, the green light on the base flashes while the scanner battery is charging. Leave the scanner on the base, connected and powered. [See the detailed entry.](#)

Is the Granit 1980i still repaired by Honeywell?

No: Honeywell discontinued the Granit 1980i and 1981i in May 2023 and states an end of service in May 2026. After that date, the manufacturer no longer provides technical service or maintenance. The designated replacements are the Granit XP 1990iXLR and 1991iXLR. [See the detailed entry.](#)

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Sources consulted

All the causes, procedures and signals in this guide come from the official manufacturer documents below, consulted on 20 October 2026. The quick start guides are cited by their title, without a link: they are no longer freely available on the Honeywell website.

- Granit 1980i Industrial Full Range Area-Imaging Scanner – Quick Start Guide – Honeywell, ref. GRNT1980-QS Rev A, 12/14 **official**
- Granit 1981i Industrial Full Range Wireless Area-Imaging Scanner – Quick Start Guide – Honeywell, ref. GRNT1981-QS Rev A, 12/14 **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**

The following official pages were not consulted for this guide: the Granit 1980i and 1981i product pages on automation.honeywell.com, the 1980i and 1981i user guides (User's Guide), the CCB02/CCB05/CCB22-100BT base installation guide on prod-edam.honeywell.com, 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 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 1980i and 1981i Series](#)
- [All troubleshooting guides for Honeywell scanners and mobile computers \(Granit 1920i, Granit Ultra 2100i / 2105i, Granit XP 1990i / 1991i, HF800, CK3R and CK3X, CK62, CK65, CK67, CK75, ScanPal EDA61K\)](#)
- [Maintenance and repair of Honeywell scanners](#)
- [All barcode scanner and mobile computer troubleshooting guides, all brands](#)
- [TIMCOD repair and maintenance](#)

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- [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-1980i-1981i>, updated on 21 October 2026.

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