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Home › Repair › Barcode scanner troubleshooting › Honeywell › Granit Ultra 2100i / 2105i

TROUBLESHOOTING GUIDE

Honeywell Granit Ultra 2100i / 2105i troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Honeywell documentation, Granit Ultra 2100i (EN) and 2105i (Turkish version) quick start guides; the 210X-EN-UG user guide has restricted access (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the **Honeywell Granit Ultra 2100i - 2105i product page** →

In brief. The Granit Ultra is Honeywell's generation of ultra-rugged 2D scanners that succeeds the Granit XP: the corded 2100i and the Bluetooth cordless 2105i with charging and communication base, in SR, XR, XLR and HD versions. The 2105i signals the connection with one or three beeps and its status with a status light and a four-level battery light. The causes most often cited in the documentation are no connection with the base, a base locked to another scanner, a keyboard country left on USA and slow charging over USB. Click a question to open the entry.

- **The scanner beeps or a light comes on:** find the signal in the [lookup table](#) and open the matching entry.
- **The scanner does not scan, or the data arrives incorrectly:** see [scanning problems](#), [data transmission](#) and [connecting to the base](#).

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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 Ultra 2105i scanner mean? Find the cause by signal

The 2105i combines beeps, a status light on the top and side of the scanner, and a battery light on the top. The table links each signal described by Honeywell to its cause and to the troubleshooting entry.

Beeps or signal	Lights (Honeywell guide)	Likely cause	Entry
3 beeps when scanning	—	Connection with the base not established	Three beeps when scanning
1 beep when scanning	—	Connection with the base established	Connecting to the base
Normal scanning	● status light flashing green	Successful communication or connection	Status light
Normal scanning	● status light flashing red	Communication failure	Communication failure
Programming barcode scanned	● status light flashing green	Setting change successful	Programming barcode

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Beeps or signal	Lights (Honeywell guide)	Likely cause	Entry
Programming barcode scanned	● status light flashing red	Setting change refused	<u>Program ming barcode refused</u>
—	● battery light solid green	Battery charged to 100%	<u>Battery light</u>
—	● battery light flashing green	Battery between 99 and 70%	<u>Battery light</u>
—	● battery light flashing yellow	Battery between 69 and 31%	<u>Battery light</u>
—	● battery light flashing red	Battery at 30% or less	<u>Low battery</u>
Scanner beeping away from the base	—	Find My button on the base pressed	<u>Find My button</u>

The signals come from the Granit Ultra 2105i quick start guide (2105-TR-QS-01 Rev A, official Turkish version, as the English version has restricted access). The quick start guide for the corded 2100i does not give a light table. A dash indicates that the page consulted does not specify the beep or the light state.

Error beeps and lights on the Honeywell Granit Ultra 2105i scanner: causes and solutions

Three beeps, red light and locating beeps: the signals described in the 2105i guide.

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Why does my Honeywell 2105i scanner beep three times on every scan?

Beeps: three beeps for each barcode scanned · Light: —.

Short answer: According to the 2105i quick start guide, three beeps when scanning a barcode mean that the connection with the base is not established; a single beep indicates that it is. Connect the base to the mains and to the computer, then place the scanner in the base: it connects to it automatically.

LIKELY CAUSE

The 2105i connects automatically to the Granit Ultra charging and communication base when placed in it. As long as this connection does not exist, it signals each scan with three beeps. A base in “Locked Link” mode already linked to another scanner charges the new scanner without connecting it.

WHAT TO DO

1. Check that the base is plugged into the mains via its power supply and connected to the computer by the communication cable (see [connecting the base](#)).
2. Place the scanner in the base: the connection is automatic.
3. Scan a test barcode: one beep confirms the connection, three beeps signal that it is still missing.
4. If the base was already used with another scanner, unlink that scanner first (see [locked link](#)).

When to call a technician: if the scanner still beeps three times when placed in a powered, unlocked base, Honeywell refers you to its knowledge base and its technical support portal (honeywell.com/PSStechnicalsupport).

Signal specific to the cordless 2105i; the corded 2100i has no base.

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Source: [Quick Start Guide: Granit Ultra 2105i - Turkish \(Granit Ultra 2105i Kablosuz Endüstriyel Alan-Görüntüleme Tarayıcısı Hızlı Başlangıç Kılavuzu\)](#) [↗](#) – Quick start guide 2105-TR-QS-01 Rev A (official Turkish version) (official documentation).

Why does the light on my Honeywell 2105i scanner flash red after scanning?

Light: flashing red (status light, top and side of the scanner), in normal operation.

Short answer: In normal operation, Honeywell associates the flashing red status light with a communication failure. Check that the scanner is connected to its base (one beep when scanning) and within range, and that the base is connected to the computer.

LIKELY CAUSE

The light table in the 2105i quick start guide distinguishes two uses. In normal operation, flashing green means successful communication or connection, flashing red means communication failure. After scanning a programming barcode, the same colours indicate whether the setting change succeeded or failed.

WHAT TO DO

1. Scan a test barcode: three beeps signal no connection with the base (see [three beeps](#)).
2. Move closer to the base: the stated range is 100 m in line of sight (see [radio range](#)).
3. Check the communication cable between the base and the computer and the cable lock under the base.
4. Check the programmed interface (see [nothing reaches the computer](#)).
5. If red appears just after a programming barcode, see [programming barcode refused](#).

When to call a technician: if the communication failure persists with the scanner connected and within range, Honeywell refers you to its knowledge base and its technical support

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portal (honeywell.com/PSStechnicalsupport).

The quick start guide for the corded 2100i does not give a light table.

Sources: [Quick Start Guide: Granit Ultra 2105i - Turkish \(Granit Ultra 2105i Kablosuz Endüstriyel Alan-Görüntüleme Tarayıcısı Hızlı Başlangıç Kılavuzu\)](#) [↗](#) – Quick start guide 2105-TR-QS-01 Rev A (official Turkish version) · [Granit Ultra 2105i Datasheet](#) [↗](#) – Granit Ultra 2105i data sheet (Rev C, 02/26) (official documentation).

Why does my Honeywell 2105i scanner beep when nobody is using it?

Beeps: repeated beeps from the scanner placed away from the base · Light: —.

Short answer: This signal corresponds to the “Find My” button on the base: pressing it makes the scanner beep when it is away from the base, so that you can locate it. Press the scanner trigger to stop the beeps.

LIKELY CAUSE

According to the 2105i quick start guide, the Granit Ultra base has a “Find My” button. Pressing it makes the scanner beep when it is away from the base, to show where it is; pressing the trigger stops the beeps.

WHAT TO DO

1. Follow the beeps to find the scanner.
2. Press the scanner trigger to stop the beeps.
3. To locate a misplaced scanner, press the “Find My” button on the base once.

Source: [Quick Start Guide: Granit Ultra 2105i - Turkish \(Granit Ultra 2105i Kablosuz Endüstriyel Alan-Görüntüleme Tarayıcısı Hızlı Başlangıç Kılavuzu\)](#) [↗](#) – Quick start guide 2105-TR-QS-01 Rev A (official Turkish version) (official documentation).

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My Honeywell Granit Ultra scanner does not scan barcodes: causes and solutions

Each version (SR, XR, XLR, HD) has its own scanning range: this is the first thing to check.

Why does my Honeywell Granit Ultra scanner not scan barcodes?

Symptoms: the aimer comes on but the barcode is not decoded.

Short answer: Centre the aimer on the barcode and stay within the scanning range of your version (HD, SR, XR or XLR). According to Honeywell, decoding capabilities also depend on the configuration: a symbology that is not enabled will not be read.

LIKELY CAUSE

The quick start guides ask you to centre the aiming beam on the barcode; the scanner orientation does not matter. The data sheets give scanning ranges specific to each version: for example, for a 13 mil UPC, 0 to 634 mm for SR, 0 to 1,780 mm for XR and 19 to 3,679 mm for XLR. They specify that decoding depends on the configuration and that print contrast can go as low as 15%.

WHAT TO DO

1. Centre the aiming beam on the barcode.
2. Adjust the distance to the range of your version (see [small barcodes](#) and [XLR close up](#)).
3. On a 2105i, check that the scan does not end with three beeps, a sign of no connection with the base.
4. If only one symbology causes a problem, enable it with the programming barcodes in the Granit Ultra 210X user guide or the Granit Ultra configuration guide.
5. Clean the scan window according to the user guide, to which the quick start guide refers you for cleaning.

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When to call a technician: if no barcode is read within the scanning range after a reset, Honeywell refers you to its knowledge base and its technical support portal (honeywell.com/PSSTechnicalsupport).

Sources: [Granit Ultra 2100i Industrial Area-Imaging Scanner Quick Start Guide](#)  – Quick start guide 2100-EN-QS-01 Rev B · [Quick Start Guide: Granit Ultra 2105i - Turkish \(Granit Ultra 2105i Kablosuz Endüstriyel Alan-Görüntüleme Tarayıcısı Hızlı Başlangıç Kılavuzu\)](#)  – Quick start guide 2105-TR-QS-01 Rev A (official Turkish version) · [Granit Ultra 2100i Datasheet](#)  – Granit Ultra 2100i data sheet (Rev B, 09/25) · [Granit Ultra 2105i Datasheet](#)  – Granit Ultra 2105i data sheet (Rev C, 02/26) (official documentation).

Why does my Honeywell Granit Ultra scanner not scan very small barcodes?

Symptoms: failure on 2 to 5 mil barcodes (electronic labels, small parts).

Short answer: The SR version reads 1D barcodes down to 2.5 mil and 2D barcodes down to 5 mil. For finer barcodes, Honeywell offers the HD (high density) version, which reads down to 2 mil in both 1D and 2D, close up.

LIKELY CAUSE

According to the 2105i data sheet, the SR version goes down to 2.5 mil in 1D and 5 mil in 2D, and the HD version to 2 mil in 1D and 2D. Very fine barcodes are read close up: the HD version reads a 2 mil Code 39 between 0 and 72 mm, and a 5 mil Data Matrix between 0 and 84 mm.

WHAT TO DO

1. Check your scanner's version (SR, XR, XLR or HD).
2. With an SR, move closer: a 5 mil Code 39 is read from 10 to 269 mm.
3. For 2 to 4 mil barcodes, use an HD version.
4. Scan close up with an HD: its range for a 13 mil UPC is only 18 to 155 mm.

The 2100i data sheet lists the SR, XR and XLR versions; the HD version appears on the 2105i data sheet.

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Sources: [Granit Ultra 2105i Datasheet](#) – Granit Ultra 2105i data sheet (Rev C, 02/26) · [Granit Ultra 2100i Datasheet](#) – Granit Ultra 2100i data sheet (Rev B, 09/25) (official documentation).

Why does my Honeywell Granit Ultra XLR scanner struggle to scan barcodes close up?

Symptoms: the XLR version scans at a distance but fails at a few centimetres.

Short answer: The XLR version is designed for long distance: its scanning ranges do not start at contact. According to the data sheet, a 5 mil Code 39 is read from 82 mm and a 10 mil Data Matrix from 90 mm; move the scanner back.

LIKELY CAUSE

The data sheet gives non-zero minimum distances for the XLR version: 82 mm for a 5 mil Code 39, 43 mm for a 10 mil Code 128, 19 mm for a 13 mil UPC, 90 mm for a 10 mil Data Matrix. In return, it reads a 100 mil Code 39 up to about 30 m.

Caution: The XR and XLR versions use a Class 2 green laser aimer, compliant with IEC 60825 according to the data sheet; the detailed laser instructions are in the Granit Ultra 210X regulatory sheet.

WHAT TO DO

1. Move the scanner away from the barcode beyond the minimum distance of the XLR version.
2. For a workstation that mainly scans close up, an SR or XR version scans from contact.
3. Centre the green laser pointer on the barcode.

Sources: [Granit Ultra 2105i Datasheet](#) – Granit Ultra 2105i data sheet (Rev C, 02/26) · [Granit Ultra 2100i Datasheet](#) – Granit Ultra 2100i data sheet (Rev B, 09/25) (official documentation).

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My Honeywell Granit Ultra scanner transmits data incorrectly: causes and solutions

USB interface, keyboard country, suffix and prefix are set with barcodes.

Why does my Honeywell Granit Ultra scanner send wrong characters on a French keyboard?

Symptoms: numbers, letters or symbols different from those in the barcode.

Short answer: The Granit Ultra leaves the factory with the keyboard country set to USA. Scan the “France” barcode in the “Keyboard Country” section of the quick start guide to adapt it to an AZERTY keyboard.

LIKELY CAUSE

The 2100i and 2105i quick start guides give USA as the default keyboard country. They point out that national replacements apply by default to the characters # \$ @ [\] ^ ‘ { | } ~, and refer you to the user guide for the full list of countries and the ISO 646 table.

WHAT TO DO

1. Make sure the scanner is working in keyboard emulation (**USB PC Keyboard** or PS/2 keyboard cable).
2. Scan the “France” barcode in the “Keyboard Country” section; the guides also offer Belgium and Switzerland.
3. Check the result in a text editor with a barcode mixing numbers and letters.
4. For a Linux workstation, Honeywell publishes a “Linux Keyboard Layouts for Honeywell scanners” document, listed on the product page.

The document on Linux keyboard layouts has restricted access: its content has not been read.

Sources: [Granit Ultra 2100i Industrial Area-Imaging Scanner Quick Start Guide](#)  – Quick start guide 2100-EN-QS-01 Rev B · [Quick Start Guide: Granit Ultra 2105i - Turkish \(Granit Ultra 2105i Kablosuz Endüstriyel Alan-Görüntüleme Tarayıcısı Hızlı Başlangıç Kılavuzu\)](#)  – Quick start guide 2105-TR-QS-01 Rev A (official

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Turkish version) · [Granit™ Ultra 2100i Scanner](#)  – Honeywell product page (list of documents) (official documentation).

Why does my Honeywell Granit Ultra scanner not confirm the field after scanning?

Symptoms: no new line or move to the next field after each barcode.

Short answer: Automatic confirmation depends on the suffix. Scan “Add CR Suffix” to add a carriage return after each barcode, or “Add Tab Suffix” for a tab; “Remove Suffix” removes any suffix.

LIKELY CAUSE

The Granit Ultra quick start guides contain three suffix barcodes: carriage return, tab, or suffix removal. The programmed suffix determines what the application receives after the barcode data.

WHAT TO DO

1. To confirm as with the Enter key, scan “Add CR Suffix”.
2. To move to the next field of a form, scan “Add Tab Suffix”.
3. If the application confirms twice, scan “Remove Suffix”.

Sources: [Granit Ultra 2100i Industrial Area-Imaging Scanner Quick Start Guide](#)  – Quick start guide 2100-EN-QS-01 Rev B · [Quick Start Guide: Granit Ultra 2105i - Turkish \(Granit Ultra 2105i Kablosuz Endüstriyel Alan-Görüntüleme Tarayıcısı Hızlı Başlangıç Kılavuzu\)](#)  – Quick start guide 2105-TR-QS-01 Rev A (official Turkish version) (official documentation).

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Why does my Honeywell Granit Ultra scanner not type anything into my software?

Symptoms: the scan takes place, but no data appears.

Short answer: Check the interface: in “USB Serial”, the data goes to a COM port, not to the cursor; for keyboard input, scan “USB PC Keyboard”. On a 2105i, three beeps or a flashing red light signal a connection problem with the base.

LIKELY CAUSE

The quick start guides describe two USB interfaces: “USB Serial” (RS-232 COM port emulation) and “USB PC Keyboard” (USB keyboard). They ask you to turn off the computer before connecting the scanner. For the 2105i, the connection with the base must also be established.

WHAT TO DO

1. 2105i: scan a barcode; three beeps or a flashing red light refer you to the [three beeps](#) and [communication failure](#) entries.
2. For keyboard input, scan “USB PC Keyboard”.
3. For an application that reads a COM port, keep “USB Serial” and install the driver (see [COM port](#)).
4. For an RS-232 or PS/2 keyboard cable, turn off the computer before connecting the scanner or the base, then turn it back on.
5. If you are unsure about the settings, reset and then reprogram the interface (see [reset](#)).

Sources: [Granit Ultra 2100i Industrial Area-Imaging Scanner Quick Start Guide](#)  – Quick start guide 2100-EN-QS-01 Rev B · [Quick Start Guide: Granit Ultra 2105i - Turkish \(Granit Ultra 2105i Kablosuz Endüstriyel Alan-Görüntüleme Tarayıcısı Hızlı Başlangıç Kılavuzu\)](#)  – Quick start guide 2105-TR-QS-01 Rev A (official Turkish version) (official documentation).

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Why does my Honeywell Granit Ultra scanner add an identifier in front of the scanned data?

Symptoms: a symbology character precedes each barcode transmitted.

Short answer: The “Add Code ID Prefix To All Symbologies” barcode in the quick start guide puts the symbology identifier (Code ID) in front of each barcode. To return to the factory settings, scan “Standard Product Defaults”, then reprogram the interface, the keyboard country and the suffix.

LIKELY CAUSE

The Granit Ultra guides offer the option of adding a Code ID prefix to all symbologies with a single scan. The 2100i guide flags it as a “(Temporary)” setting. The list of Code IDs is in the 210X user guide.

WHAT TO DO

1. Reset the scanner to its factory settings with the “Standard Product Defaults” barcode (procedure in the [reset](#) entry).
2. Reprogram your settings, then check a barcode in a text editor.

Sources: [Granit Ultra 2100i Industrial Area-Imaging Scanner Quick Start Guide](#)  – Quick start guide 2100-EN-QS-01 Rev B · [Quick Start Guide: Granit Ultra 2105i - Turkish \(Granit Ultra 2105i Kablosuz Endüstriyel Alan-Görüntüleme Tarayıcısı Hızlı Başlangıç Kılavuzu\)](#)  – Quick start guide 2105-TR-QS-01 Rev A (official Turkish version) (official documentation).

Connecting the Honeywell Granit Ultra scanner to the CCB23 base and the PC: solutions

Connecting the base, locked link, radio range, COM port and 2100i cable.

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Why does my Honeywell Granit Ultra CCB23 base not communicate with the computer?

Symptoms: the scanner charges but nothing reaches the computer.

Short answer: Check the connection described in the 2105i guide: power supply and communication cable plugged in under the base, cable lock closed, cable connected to the computer. Then place the scanner in the base: it connects to it automatically.

LIKELY CAUSE

The 2105i quick start guide describes setting up the charging and communication base in six steps. The accessories guide states that the CCB23-100BT-07N base accepts RS-232, USB and keyboard cables (sold separately) and is powered by the PS-05-3000-W-U power supply (5 V DC, 3 A).

WHAT TO DO

1. Unlock the cable lock under the base.
2. Plug the power supply into the underside of the base, then into a mains socket.
3. Plug the communication cable into the underside of the base and close the cable lock.
4. Connect the communication cable to the computer.
5. Place the scanner in the base: it connects automatically. One beep on the next scan confirms the connection.
6. If the base cables are exposed to dust or splashes, replace damaged O-rings (CCB23ORING for the base cables, PSORING for the power supply cable).

Sources: [Quick Start Guide: Granit Ultra 2105i - Turkish \(Granit Ultra 2105i Kablosuz Endüstriyel Alan-Görüntüleme Tarayıcısı Hızlı Başlangıç Kılavuzu\)](#)  – Quick start guide 2105-TR-QS-01 Rev A (official Turkish version) · [Granit Ultra Industrial Scanner Accessories Guide](#)  – Granit Ultra accessories guide (Rev A, 09/25) (official documentation).

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Why does my Honeywell 2105i scanner charge on the base without connecting to it?

Symptoms: a second scanner placed in the base charges, but its scans are not transmitted.

Short answer: The base is in “Locked Link” mode (single scanner): according to Honeywell, another scanner placed in it charges but does not connect. Unlink the original scanner with “Unlink Scanner”, or use “Override Locked Scanner” if it is broken or lost.

LIKELY CAUSE

The 2105i quick start guide explains that “Locked Link” mode prevents a scanner placed in the base by mistake from connecting. This scanner charges, but does not connect. To add a new scanner, you must unlink the old one; after scanning “Unlink Scanner”, the old scanner no longer communicates with the base.

WHAT TO DO

1. With the original scanner, scan the “Unlink Scanner” barcode in the quick start guide.
2. Place the new scanner in the base: it connects automatically.
3. If the original scanner is broken or lost, scan the “Override Locked Scanner” barcode with the new scanner, then place it in the base: the lock is released and the new scanner connects.
4. Check with a test barcode: a single beep.

Source: [Quick Start Guide: Granit Ultra 2105i - Turkish \(Granit Ultra 2105i Kablosuz Endüstriyel Alan-Görüntüleme Tarayıcısı Hızlı Başlangıç Kılavuzu\)](#)  – Quick start guide 2105-TR-QS-01 Rev A (official Turkish version) (official documentation).

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Why does my Honeywell 2105i scanner lose the connection in the warehouse?

Symptoms: three beeps or flashing red light far from the base.

Short answer: The 2105i data sheet states a range of 100 m in line of sight with the charging and communication base (Bluetooth v4.2, Class 1). This range applies in line of sight: go back towards the base, then check the scanner's Bluetooth connection light and battery light.

LIKELY CAUSE

The 2105i communicates via Bluetooth v4.2 Class 1, in the 2.4-2.5 GHz ISM band, with adaptive frequency hopping; the 100 m range applies in line of sight. The scanner has a Bluetooth connection status light and a battery status light. The accessories guide states up to seven scanners per CCB23-100BT-07N base.

WHAT TO DO

1. Move closer to the base, with no obstacle between the scanner and the base.
2. Scan a barcode: one beep means that the connection is restored, three beeps that it is not.
3. If the connection does not return, place the scanner in the base to reconnect it.
4. Check the battery light: a battery at 30% or less makes this light flash red (see [battery light](#)).
5. To cover a larger area, the accessories guide also lists the AP-100BT-07N Bluetooth access point (up to seven scanners).

Sources: [Granit Ultra 2105i Datasheet](#)  – Granit Ultra 2105i data sheet (Rev C, 02/26) · [Quick Start Guide: Granit Ultra 2105i - Turkish \(Granit Ultra 2105i Kablosuz Endüstriyel Alan-Görüntüleme Tarayıcısı Hızlı Başlangıç Kılavuzu\)](#)  – Quick start guide 2105-TR-QS-01 Rev A (official Turkish version) · [Granit Ultra Industrial Scanner Accessories Guide](#)  – Granit Ultra accessories guide (Rev A, 09/25) (official documentation).

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Why does my Honeywell Granit Ultra scanner not appear as a COM port on my PC?

Symptoms: in “USB Serial”, no COM port is created in Windows.

Short answer: In “USB Serial”, the scanner emulates an RS-232 COM port, but Windows needs the driver downloaded from the Honeywell website. According to the 2105i guide, this driver takes the next available COM port number; a Mac recognises the scanner without a driver.

LIKELY CAUSE

The 2100i quick start guide specifies that in “USB Serial”, no baud rate setting is required, that a Windows PC requires the Honeywell driver and that a Macintosh uses a built-in class driver. The 2105i guide adds that the Mac sees the scanner as a CDC class USB device and that the Windows driver uses the next free COM port number.

WHAT TO DO

1. Scan “USB Serial” in the quick start guide.
2. In Windows, install the driver downloaded from the Honeywell website.
3. Find the new COM port in Device Manager and select it in your application.
4. If your application expects keyboard input, scan “USB PC Keyboard” instead.

Sources: [Granit Ultra 2100i Industrial Area-Imaging Scanner Quick Start Guide](#)  – Quick start guide 2100-EN-QS-01 Rev B · [Quick Start Guide: Granit Ultra 2105i - Turkish \(Granit Ultra 2105i Kablosuz Endüstriyel Alan-Görüntüleme Tarayıcısı Hızlı Başlangıç Kılavuzu\)](#)  – Quick start guide 2105-TR-QS-01 Rev A (official Turkish version) (official documentation).

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How should the cable of my Honeywell 2100i corded scanner be attached?

Symptoms: cable coming out of the scanner, connection dropping.

Short answer: The 2100i quick start guide asks you to push the cable fully into the scanner, then loosen the locking plate, slide it over the connector base and tighten the screw. Turn off the computer before connecting the scanner.

LIKELY CAUSE

The corded 2100i connects via USB, keyboard emulation or RS-232 with a cable held by a screwed locking plate. It is rated IP65 and IP68; the accessories guide offers 199XIORING cable O-rings (IP65/67, pack of ten).

WHAT TO DO

1. Turn off the computer.
2. Push the cable fully into the scanner.
3. Loosen the locking plate, slide it over the connector base, then tighten the screw.
4. Plug the cable into the computer and turn the computer back on.
5. Replace the cable O-ring if it is damaged (199XIORING).
6. For ± 12 V RS-232, the accessories guide lists specific cables (CBL-120-300-C00, CBL-320-300-C00); the data sheet specifies that the standard interface is RS-232 TTL.

Sources: [Granit Ultra 2100i Industrial Area-Imaging Scanner Quick Start Guide](#)  – Quick start guide 2100-EN-QS-01 Rev B · [Granit Ultra 2100i Datasheet](#)  – Granit Ultra 2100i data sheet (Rev B, 09/25) · [Granit Ultra Industrial Scanner Accessories Guide](#)  – Granit Ultra accessories guide (Rev A, 09/25) (official documentation).

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Honeywell Granit Ultra 2105i scanner battery and charging: problems and solutions

Battery light levels, charging time depending on the source, humidity and ageing.

Why is the battery light on my Honeywell 2105i scanner flashing red?

Light: battery (top of the scanner) flashing red.

Short answer: The 2105i battery light indicates the charge level: flashing red corresponds to 30% or less. Put the scanner back in its base or replace the battery with a charged battery.

LIKELY CAUSE

The 2105i quick start guide details the battery light located on top of the scanner: solid green at 100%, flashing green from 99 to 70%, flashing yellow from 69 to 31%, flashing red from 30 to 0%.

WHAT TO DO

1. Place the scanner in the base to recharge it.
2. Or replace the battery with a charged BAT-SCN11 battery, for example from the MB4-BAT-SCN11 four-slot charger.
3. Recharge a low battery without waiting: the Honeywell white paper recommends recharging as soon as the charge falls below 30% and avoiding going below 10%.

Sources: [Quick Start Guide: Granit Ultra 2105i - Turkish \(Granit Ultra 2105i Kablosuz Endüstriyel Alan-Görüntüleme Tarayıcısı Hızlı Başlangıç Kılavuzu\)](#) [↗](#) - Quick start guide 2105-TR-QS-01 Rev A (official Turkish version) · [Granit Ultra Industrial Scanner Accessories Guide](#) [↗](#) - Granit Ultra accessories guide (Rev A, 09/25) · [Battery Maintenance for Portable Devices](#) [↗](#) - Honeywell white paper (V1, 05/19) (official documentation).

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Why does my Honeywell 2105i scanner take several hours to charge?

Symptoms: very long charging, particularly on a USB-powered base.

Short answer: The time depends on the source: according to the data sheet, less than 12 hours on USB 2.0, but about 4 hours on USB BC1.2, with the 5 V 3 A power supply or in the four-slot charger. Before first use, charge until the battery light is green.

LIKELY CAUSE

The 2105i quick start guide states that when charging over USB, the charging current drops and charging takes longer, whereas a power supply charges faster. The data sheet puts the charging power at 2.5 W on USB 2.0 (500 mA) and 7.5 W on USB BC1.2 or external power (1,500 mA).

Caution: Honeywell recommends only Honeywell Li-ion batteries: another battery may cause damage not covered by the warranty.

WHAT TO DO

1. Connect the base to its PS-05-3000-W-U power supply (5 V DC, 3 A) rather than to the USB cable alone.
2. Before first use with the Granit Ultra base, charge the battery until its light is green.
3. For spare batteries, use the MB4-BAT-SCN11 charger; its 12 V 3 A power supply is included, but the mains cord is ordered separately.
4. Charge between 5 °C and 35 °C (see [cold](#)).

Sources: [Quick Start Guide: Granit Ultra 2105i - Turkish \(Granit Ultra 2105i Kablosuz Endüstriyel Alan-Görüntüleme Tarayıcısı Hızlı Başlangıç Kılavuzu\)](#) [↗](#) – Quick start guide 2105-TR-QS-01 Rev A (official Turkish version) · [Granit Ultra 2105i Datasheet](#) [↗](#) – Granit Ultra 2105i data sheet (Rev C, 02/26) · [Granit Ultra Industrial Scanner Accessories Guide](#) [↗](#) – Granit Ultra accessories guide (Rev A, 09/25) (official documentation).

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Can the battery be fitted in my Honeywell 2105i scanner while it is still wet?

Symptoms: scanner or battery damp (washing, rain, condensation).

Short answer: No. The 2105i quick start guide asks you to make sure that all parts are dry before installing the battery; connecting wet parts may cause damage not covered by the warranty.

LIKELY CAUSE

Honeywell associates installing the battery on damp parts with a risk of damage excluded from the warranty. The guide also says to read all labels and documentation before using, charging or replacing the battery.

Caution: Never install a battery on damp parts. Use only Honeywell Li-ion batteries.

WHAT TO DO

1. Dry the scanner, the battery and the battery cover before assembling them.
2. Check the condition of the battery cover; the accessories guide offers the 2105IENDCAP replacement cover.
3. Read the battery labels and documentation before using, charging or replacing it.

Sources: [Quick Start Guide: Granit Ultra 2105i - Turkish \(Granit Ultra 2105i Kablosuz Endüstriyel Alan-Görüntüleme Tarayıcısı Hızlı Başlangıç Kılavuzu\)](#)  – Quick start guide 2105-TR-QS-01 Rev A (official Turkish version) · [Granit Ultra Industrial Scanner Accessories Guide](#)  – Granit Ultra accessories guide (Rev A, 09/25) (official documentation).

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Why does the battery in my Honeywell 2105i scanner no longer last the day?

Symptoms: battery life clearly shorter than that of a new scanner.

Short answer: According to Honeywell, a new 3,300 mAh battery provides up to 100,000 scans per charge, or about 14 hours at two scans per second. A clear drop in battery life is a sign of ageing: Honeywell then advises replacing the battery, generally every two years.

LIKELY CAUSE

The Honeywell white paper on batteries cites as signs that replacement is needed a noticeable drop in battery life, a state of health below 70% and a battery that is deformed, swollen or discoloured. The 2105i battery has a one-year warranty.

Caution: The Honeywell white paper forbids throwing, crushing or dropping a battery (risk of fire or chemical burn). If a battery heats up abnormally, gives off an odour or catches fire during charging, evacuate immediately and alert the safety staff.

WHAT TO DO

1. Always recharge at the end of the shift.
2. Replace the worn battery with a BAT-SCN11 smart Li-ion battery, specified for the cordless Granit Ultra and Xenon Ultra.
3. Store spare batteries at 30 to 50% charge, in a dry place; do not store a completely empty battery.
4. Remove from service any battery that is deformed, swollen or discoloured and recycle it through a Li-ion recycling channel, with the terminals insulated with adhesive tape.

Sources: [Granit Ultra 2105i Datasheet](#)  – Granit Ultra 2105i data sheet (Rev C, 02/26) · [Granit Ultra Industrial Scanner Accessories Guide](#)  – Granit Ultra accessories guide (Rev A, 09/25) · [Battery Maintenance for Portable Devices](#)  – Honeywell white paper (V1, 05/19) (official documentation).

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Resetting and configuring a Honeywell Granit Ultra scanner

Reset, refused programming barcodes and scanning several barcodes.

How do I reset my Honeywell Granit Ultra 2100i or 2105i scanner?

Symptoms: unexpected behaviour after scanning programming barcodes.

Short answer: Scan the “Standard Product Defaults” barcode in the quick start guide for your model: it resets all standard product settings to their default values. Then reprogram the interface, the keyboard country (France) and the suffix.

LIKELY CAUSE

The 2100i and 2105i quick start guides each contain the “Standard Product Defaults” barcode, which restores all the standard product default settings, including keyboard country USA.

WHAT TO DO

1. Open the quick start guide for your model (2100i or 2105i).
2. Scan the “Standard Product Defaults” barcode.
3. Reprogram the interface (“USB Serial” or “USB PC Keyboard”), the keyboard country and the suffix.
4. 2105i: if the next scan gives three beeps, put the scanner back in the base to restore the connection.

For a fleet of scanners, the settings can also be deployed with the EZConfig or Scanner Management Utility tools mentioned in the data sheets.

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Sources: [Granit Ultra 2100i Industrial Area-Imaging Scanner Quick Start Guide](#)  – Quick start guide 2100-EN-QS-01 Rev B · [Quick Start Guide: Granit Ultra 2105i - Turkish \(Granit Ultra 2105i Kablosuz Endüstriyel Alan-Görüntüleme Tarayıcısı Hızlı Başlangıç Kılavuzu\)](#)  – Quick start guide 2105-TR-QS-01 Rev A (official Turkish version) · [Granit Ultra 2100i Datasheet](#)  – Granit Ultra 2100i data sheet (Rev B, 09/25) (official documentation).

Why does my Honeywell 2105i scanner flash red when I scan a programming barcode?

Light: flashing red after a programming barcode (flashing green if the setting is accepted).

Short answer: The 2105i quick start guide associates flashing red, after a programming barcode, with a failed setting change; flashing green confirms the change. Scan the barcode again, framing it properly, and check that it comes from a Granit Ultra guide.

LIKELY CAUSE

The 2105i light table includes a “menu” row: flashing green for a successful setting change, flashing red for a failed change.

WHAT TO DO

1. Scan the programming barcode again with the aimer centred on it, alone in the field of view.
2. Use the barcodes in the quick start guide, the Granit Ultra 210X user guide or the Granit Ultra configuration guide.
3. Wait for the green flash before scanning the next barcode.

Source: [Quick Start Guide: Granit Ultra 2105i - Turkish \(Granit Ultra 2105i Kablosuz Endüstriyel Alan-Görüntüleme Tarayıcısı Hızlı Başlangıç Kılavuzu\)](#)  – Quick start guide 2105-TR-QS-01 Rev A (official Turkish version) (official documentation).

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Can my Honeywell Granit Ultra scanner read several barcodes on a label in one go?

Short answer: Yes, with Honeywell's Data Format Editor: according to the data sheets, it lets you read several barcodes present in the field of view and transmit them in a predefined order.

LIKELY CAUSE

The 2100i and 2105i data sheets present the Data Format Editor as the tool that organises the reading of several barcodes in the field of view and their output in a predefined order.

WHAT TO DO

1. Define the output order of the barcodes with the Data Format Editor.
2. Deploy the configuration to the scanners with EZConfig or Scanner Management Utility.
3. Test on a real label in a text editor.

Sources: [Granit Ultra 2100i Datasheet](#)  – Granit Ultra 2100i data sheet (Rev B, 09/25) · [Granit Ultra 2105i Datasheet](#)  – Granit Ultra 2105i data sheet (Rev C, 02/26) · [Granit™ Ultra 2105i Scanner](#)  – Honeywell product page (overview and list of documents) (official documentation).

Software and updates for the Honeywell Granit Ultra scanner

The Honeywell utilities mentioned in the data sheets.

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Which Honeywell tools are used to configure and update my Granit Ultra scanner?

Short answer: The Granit Ultra data sheets cite EZConfig, Scanner Management Utility (SMU), Total Freedom, Scanner Edge, SDKs and drivers, as well as the Honeywell Edge Service. The product documentation can be downloaded from automation.honeywell.com.

LIKELY CAUSE

The 2100i and 2105i data sheets list these utilities without describing the firmware update procedure. The 210X user guide and the Granit Ultra configuration guide, listed on the product pages, have restricted access.

WHAT TO DO

1. For a one-off setting, use the barcodes in the quick start guide.
2. For a fleet of scanners or an update, use EZConfig or Scanner Management Utility (SMU).
3. For any question, Honeywell refers you to its knowledge base and its technical support portal (honeywell.com/PSSTechnicalsupport).

Firmware update procedure not described in the public documents consulted.

Sources: [Granit Ultra 2100i Datasheet](#)  – Granit Ultra 2100i data sheet (Rev B, 09/25) · [Granit Ultra 2105i Datasheet](#)  – Granit Ultra 2105i data sheet (Rev C, 02/26) · [Granit Ultra 2100i Industrial Area-Imaging Scanner Quick Start Guide](#)  – Quick start guide 2100-EN-QS-01 Rev B (official documentation).

Other questions about the Honeywell Granit Ultra scanner

Cold, forklift mounting: what the data sheets and the accessories guide say.

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Does my Honeywell Granit Ultra scanner work in a cold room?

Short answer: Yes, within the limits of the data sheets: from -30 °C to 50 °C for the corded 2100i, from -20 °C to 50 °C when not charging for the 2105i. The 2105i charges between 5 °C and 35 °C: recharge it outside the cold area.

LIKELY CAUSE

The data sheets give an operating temperature of -30 °C to 50 °C (2100i) and -20 °C to 50 °C when not charging (2105i), a charging temperature of 5 °C to 35 °C (2105i), storage from -40 °C to 70 °C and humidity up to 95% non-condensing. The accessories guide lists cables for freezer temperatures and scanner heaters.

Caution: Charge batteries between 5 °C and 35 °C, in a ventilated room, after they have returned to room temperature.

WHAT TO DO

1. Check the range for your model.
2. Place the 2105i base in an area between 5 °C and 35 °C for charging.
3. For the 2100i, choose an “Industrial (freezer temps)” cable: CBL-020-300-C00-01 or -02 for RS-232, CBL-500-300-C00-07 or CBL-500-300-S00-01 for USB.
4. The accessories guide lists the 520-24-H3 (24 V) and 520-36/48-H3 (36-48 V) heaters, with cable reel.
5. Let a battery taken out of the cold return to room temperature before charging it.

Sources: [Granit Ultra 2100i Datasheet](#)  – Granit Ultra 2100i data sheet (Rev B, 09/25) · [Granit Ultra 2105i Datasheet](#)  – Granit Ultra 2105i data sheet (Rev C, 02/26) · [Granit Ultra Industrial Scanner Accessories Guide](#)  – Granit Ultra accessories guide (Rev A, 09/25) · [Battery Maintenance for Portable Devices](#)  – Honeywell white paper (V1, 05/19) (official documentation).

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Can the base of my Honeywell 2105i scanner be mounted on a forklift truck?

Short answer: Yes. The 2105i charging and communication base has a locking mechanism that holds the scanner in vertical or vehicle mounting, and the accessories guide offers the 805-813-001 vehicle mounting plate for the CCB23 base.

LIKELY CAUSE

The 2105i data sheet describes a drop-in charging base, with a retaining lock for vertical or vehicle mounting, rated IP65. The accessories guide lists the 805-813-001 plate (bracket, strap, clamp and screws) and vehicle scanner holders (VMHOLDER2K to 5K).

WHAT TO DO

1. Attach the base with the 805-813-001 vehicle mounting plate.
2. Place the scanner in the base and check that it is properly held by the lock.
3. Plan to power the base with its 5 V 3 A power supply for fast charging.

Sources: [Granit Ultra 2105i Datasheet](#)  – Granit Ultra 2105i data sheet (Rev C, 02/26) · [Granit Ultra Industrial Scanner Accessories Guide](#)  – Granit Ultra accessories guide (Rev A, 09/25) (official documentation).

When should you call a technician for a Honeywell Granit Ultra 2100i / 2105i scanner?

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

- **Persistent three beeps (2105i):** The scanner does not connect to a powered, unlocked base.

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- **Persistent communication failure:** The status light stays flashing red, with the scanner connected and within range.
- **No scanning:** No barcode is read within the scanning range after a reset.

Avoiding recurring faults on the Honeywell Granit Ultra 2100i / 2105i 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 Ultra 2100i / 2105i scanner troubleshooting: frequently asked questions

What do three beeps mean on a Honeywell 2105i scanner?

According to the 2105i quick start guide, three beeps when scanning a barcode mean that the connection with the base is not established; a single beep indicates that it is. Connect the base to the mains and to the computer, then place the scanner in the base: it connects to it automatically. [See the detailed entry.](#)

What does the flashing red battery light mean on a Honeywell 2105i?

The 2105i battery light indicates the charge level: flashing red corresponds to 30% or less. Put the scanner back in its base or replace the battery with a charged battery. [See the detailed entry.](#)

How do I reset a Honeywell Granit Ultra scanner?

Scan the Standard Product Defaults barcode in the quick start guide for your model: it resets all standard product settings to their default values. Then reprogram the interface, the keyboard country (France) and the suffix. [See the detailed entry.](#)

How long does it take to charge a Honeywell Granit Ultra 2105i?

The time depends on the source: according to the data sheet, less than 12 hours on USB 2.0, but about 4 hours on USB BC1.2, with the 5 V 3 A power supply or in the four-slot charger. Before first use, charge until the battery light is green. [See the detailed entry.](#)

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Why does a second 2105i scanner charge on the base without connecting?

The base is in Locked Link mode (single scanner): according to Honeywell, another scanner placed in it charges but does not connect. Unlink the original scanner with Unlink Scanner, or use Override Locked Scanner if it is broken or lost. [See the detailed entry.](#)

How do I find a misplaced Honeywell 2105i scanner?

Press the Find My button on the base once: the scanner that is away from the base starts beeping. Press its trigger to stop the beeps. [See the detailed entry.](#)

How do I set a Honeywell Granit Ultra scanner to AZERTY?

The Granit Ultra leaves the factory with the keyboard country set to USA. Scan the France barcode in the Keyboard Country section of the quick start guide to adapt it to an AZERTY keyboard. [See the detailed entry.](#)

What is the range of a Honeywell Granit Ultra 2105i scanner?

The 2105i data sheet states a range of 100 m in line of sight with the charging and communication base, using Bluetooth v4.2 Class 1. If the connection is lost, go back towards the base; if it does not return, place the scanner in the base. [See the detailed entry.](#)

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Sources consulted

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

- [Granit Ultra 2100i Industrial Area-Imaging Scanner Quick Start Guide](#)  – Quick start guide 2100-EN-QS-01 Rev B **official**
- [Quick Start Guide: Granit Ultra 2105i - Turkish \(Granit Ultra 2105i Kablosuz Endüstriyel Alan-Görüntüleme Tarayıcısı Hızlı Başlangıç Kılavuzu\)](#)  – Quick start guide 2105-TR-QS-01 Rev A (official Turkish version) **official**
- [Granit Ultra 2100i Datasheet](#)  – Granit Ultra 2100i data sheet (Rev B, 09/25) **official**
- [Granit Ultra 2105i Datasheet](#)  – Granit Ultra 2105i data sheet (Rev C, 02/26) **official**
- [Granit Ultra Industrial Scanner Accessories Guide](#)  – Granit Ultra accessories guide (Rev A, 09/25) **official**
- [Battery Maintenance for Portable Devices](#)  – Honeywell white paper (V1, 05/19) **official**
- [Granit™ Ultra 2100i Scanner](#)  – Honeywell product page (list of documents) **official**
- [Granit™ Ultra 2105i Scanner](#)  – Honeywell product page (overview and list of documents) **official**

The following documents were not consulted for this guide: the English quick start guide for the 2105i (2105-EN-QS-01), the Granit Ultra 210X user guide (210X-EN-UG-01 Rev E), the Granit Ultra configuration guide, the MB4-BAT-SCN11 charger quick start guide (MB4SCN11-EN-QS-01), the CLEAN-GP-EN-IN-01 cleaning guide, the “Linux Keyboard Layouts for Honeywell scanners” document, the “Network and Security for Honeywell Scanners” guide, the 210X and CCB23 regulatory sheets and the articles in the sps-support.honeywell.com knowledge base. 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 Ultra 2100i - 2105i](#)
- [All troubleshooting guides for Honeywell scanners and mobile computers \(Granit 1920i, Granit 1980i / 1981i, Granit XP 1990i / 1991i, HF800, CK3R and CK3X, CK62, CK65, CK67, CK75, ScanPal EDA61K\)](#)
- [Maintenance and repair of Honeywell scanners](#)
- [All barcode scanner and mobile computer troubleshooting guides, all brands](#)

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- [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-ultra-2100i-2105i>, updated on 21 October 2026.

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