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TROUBLESHOOTING GUIDE

Honeywell Granit XP 1990i / 1991i troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Honeywell documentation, Granit XP 1990i and 1991i quick start guides (the 199x-EN-UG user guide has restricted access) (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the Honeywell Granit XP 1990i / 1991i product page →

In brief. The Granit XP is an ultra-rugged 2D scanner from Honeywell, corded (1990i) or Bluetooth cordless with charging and communication base (1991i), in SR, XR and XLR versions. The causes most often cited by Honeywell are a link not established with the base (three beeps), a base locked to another scanner, a keyboard country left on USA and the wrong interface chosen (COM port or keyboard). This guide brings together signal identification, the linking, charging and reset procedures, and the transmission settings. 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](#), [transmission problems](#) 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 XP scanner mean? Find the cause by signal

The Granit XP signals its status with beeps, good read lights and, on the 1991i, with the light on the base or access point. The table links each signal documented by Honeywell to its cause and to the troubleshooting entry.

Beeps or signal	Lights (Honeywell guides)	Likely cause	Entry
3 beeps when scanning a barcode (1991i)	—	Link not established between the scanner and the base	Three beeps when scanning
1 beep when scanning a barcode (1991i)	—	Link established with the base	Link with the base
—	● flashing green (base)	Scanner battery or charge pack charging	Green base light
3 short beeps + 1 long beep (1991i)	—	Page button on the AP-100BT access point pressed: search for associated scanners	Search with the Page button
1 short beep after scanning the access point barcode	● flashing green (scanner)	Connection to the access point confirmed	Link to the access point

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Beeps or signal	Lights (Honeywell guides)	Likely cause	Entry
—	Page button flashing (access point)	Access point connected to the host	Link to the access point
—	Page button solid blue (access point)	Scanner linked to the access point	Link to the access point

The signals come from the Granit XP 1991i quick start guide (1991-EN-QS-01) and the AP-010BT/AP-100BT access point quick start guide (ACC-PT-QS). The full table of beeps and lights is in the Granit XP user guide, which has restricted access. A dash indicates that the page consulted does not specify the beep or the light state.

Error beeps on the Honeywell Granit XP 1991i scanner: causes and solutions

These signals concern the cordless 1991i, linked to a base or an access point.

Why does my Honeywell 1991i scanner beep three times when I scan a barcode?

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

Short answer: According to the Honeywell quick start guide, three beeps when scanning mean that the link between the Granit XP 1991i and its base is not established. Check that the base is connected and powered on, then place the scanner in the base: a single beep on the next scan confirms the link.

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LIKELY CAUSE

Honeywell states that the 1991i beeps three times when scanning a barcode if the link with the base has not been established, and once if it has. The link is created by placing the scanner in a base connected to the computer and powered on. In “Locked Link” mode, a base already linked to a scanner also prevents any other scanner from linking to it.

WHAT TO DO

1. Check that the base is connected to the computer (USB, keyboard emulation or RS-232) and powered on.
2. Place the scanner in the base to establish the link.
3. Scan a barcode: a single beep confirms the link; three beeps indicate that it is still not established.
4. If the base has already been linked to another scanner, follow the [locked link](#) entry.
5. If you are using an AP-100BT access point instead of a base, the link is made by scanning the barcode printed on the access point (see [access point](#)).

When to call a technician: if the three beeps persist with a powered, unlocked base, Honeywell directs you to its knowledge base and its technical support portal (honeywell.com/PSStechnicalsupport).

This signal concerns the cordless 1991i. The corded 1990i has no base.

Sources: [Granit XP 1991i Cordless Industrial Area-Imaging Scanner Quick Start Guide](#)  – Quick start guide 1991-EN-QS-01 Rev B · [Granit XP 1991i Wireless Industrial Area-Imaging Scanner, Quick start guide](#)  – Quick start guide 1991-FR-QS-01 Rev C (official documentation).

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Why does my Honeywell 1991i scanner give three short beeps and one long beep?

Beeps: three short beeps and one long beep · Light: —.

Short answer: With a Honeywell AP-100BT access point, this signal indicates that the Page button on the access point has been pressed to find the associated scanners. Press the scanner trigger, or the Page button again, to stop the beeps.

LIKELY CAUSE

The AP-010BT/AP-100BT access point quick start guide states that pressing the Page button makes all associated scanners give three short beeps and one long beep. Pressing the trigger of a scanner or pressing the Page button again stops all the beeps.

WHAT TO DO

1. Press the scanner trigger or the Page button on the access point again: the beeps stop.
2. To find a misplaced scanner, press the Page button and follow the beeps.

Signal described in the Honeywell access point guide (2015), listed for the Granit XP in the accessories guide. The 1991i quick start guide does not describe a search function for bases.

Sources: [Access Point AP-010BT/AP-100BT Quick Start Guide](#)  – Access point quick start guide (ACC-PT-QS Rev E) · [Granit XP Scanner Accessories Guide](#)  – Granit XP accessories guide (Rev A, 08/21) (official documentation).

My Honeywell Granit XP scanner no longer scans barcodes: causes and solutions

Aiming, scanning distance and trigger mode explain most failed scans.

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Why does my Honeywell Granit XP scanner not scan barcodes?

Symptoms: the trigger turns on the aimer but no barcode is read, or scanning fails at certain distances.

Short answer: Centre the aiming beam on the barcode and stay within the scanning range of your model (SR or XLR). On a 1991i, three beeps when scanning signal a problem with the link to the base, not a scanning problem.

LIKELY CAUSE

The Honeywell quick start guide asks you to centre the aiming beam on the barcode; the scanner reads the barcode in any orientation. The data sheets give the typical scanning ranges: for the 1990iSR and 1991iSR, 0 to 504 mm for a 13 mil UPC and 0 to 837 mm for a 20 mil Code 39; for the 1991iXLR, 11 to 2,244 mm for a 13 mil UPC. A print contrast of at least 20% is required.

WHAT TO DO

1. Centre the aiming beam on the barcode, at a distance compatible with your model.
2. For a very small barcode, move closer: according to the 1991iSR data sheet, a 5 mil Code 39 is read from 20 to 220 mm.
3. Check the trigger mode: in “Manual Trigger - Normal” (default setting), scanning takes place when you press the trigger (see [trigger modes](#)).
4. On a 1991i, if the scanner beeps three times, deal with the link with the base first (see [three beeps](#)).
5. Clean the scan window following the procedure in the Granit XP user guide, to which the quick start guide refers you for cleaning.
6. If the barcode uses a symbology that is not read, it is enabled with the programming barcodes in the Granit XP user guide (199x-EN-UG).

When to call a technician: if the scanner no longer reads any barcode within its scanning range after a reset, Honeywell directs you to its knowledge base and its technical support portal (honeywell.com/PSStechnicalsupport).

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The ranges vary by version: SR (standard), XR and XLR (long range). The 1991iXLR reads a 100 mil Code 39 up to 24 m according to its data sheet.

Sources: [Granit XP 1990i Industrial Area-Imaging Scanner Quick Start Guide](#)  – Quick start guide 1990-EN-QS-01 Rev B · [Granit XP 1991i Cordless Industrial Area-Imaging Scanner Quick Start Guide](#)  – Quick start guide 1991-EN-QS-01 Rev B · [Granit XP 1990iSR Technical Specifications](#)  – Granit XP 1990iSR data sheet (Rev B, 02/23) · [Granit XP 1991iSR Technical Specifications](#)  – Granit XP 1991iSR data sheet (Rev B, 02/23) · [Granit XP 1991iXLR Technical Specifications](#)  – Granit XP 1991iXLR data sheet (Rev D, 02/23) (official documentation).

Why does my Honeywell Granit XP scanner read barcodes without me pressing the trigger?

Symptoms: the illumination stays on or the scanner reads any barcode presented in front of it.

Short answer: The scanner is in presentation mode or “Streaming Presentation” mode. Scan “Manual Trigger - Normal”, the default mode, to return to scanning with the trigger.

LIKELY CAUSE

Honeywell describes three trigger modes: “Manual Trigger - Normal” (default, scanning when the trigger is pressed), “Presentation Mode” (the scanner activates when it sees a barcode) and “Streaming Presentation” (the illumination stays on permanently and the scanner searches for barcodes continuously).

WHAT TO DO

1. Scan the “Manual Trigger - Normal” barcode in the “Trigger” section of the quick start guide.
2. For hands-free scanning, keep presentation mode: the accessories guide lists presentation stands (STND-30R00-011-4 rigid, STND-33F00-012-4 flexible).
3. On a 1991i, presentation mode consumes power continuously: Honeywell then recommends an external power supply.



Sources: [Granit XP 1990i Industrial Area-Imaging Scanner Quick Start Guide](#) – Quick start guide 1990-EN-QS-01 Rev B · [Granit XP 1990i Industrial Area-Imaging Scanner, Quick start guide](#) – Quick start guide 1990-FR-QS-01 Rev B · [Granit XP 1991i Cordless Industrial Area-Imaging Scanner Quick Start Guide](#) – Quick start guide 1991-EN-QS-01 Rev B · [Granit XP Scanner Accessories Guide](#) – Granit XP accessories guide (Rev A, 08/21) (official documentation).

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

Keyboard country, suffix, interface and function codes are set with the barcodes in the quick start guide.

Why does my Honeywell Granit XP scanner display incorrect characters on an AZERTY keyboard?

Symptoms: the characters received do not match the barcode scanned.

Short answer: The Granit XP keyboard country is set to USA by default. On a French workstation, scan the “France” barcode in the “Keyboard Country” section of the quick start guide.

LIKELY CAUSE

Honeywell states that the default keyboard country is USA. The guide also specifies that, by default, national character replacements apply to the characters # \$ @ [\] ^ ‘ { | } ~.

WHAT TO DO

1. Check that the scanner is in keyboard emulation (**USB PC Keyboard** or keyboard emulation cable).
2. Scan the “France” barcode in the “Keyboard Country” section of the quick start guide (“Belgium” or “Switzerland” for a Belgian or Swiss keyboard).
3. Test in a text editor with a barcode containing numbers, letters and symbols.

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4. For countries not in the quick start guide and for the ISO 646 replacement table, consult the Granit XP user guide.

Sources: [Granit XP 1990i Industrial Area-Imaging Scanner Quick Start Guide](#)  – Quick start guide 1990-EN-QS-01 Rev B · [Granit XP 1990i Industrial Area-Imaging Scanner, Quick start guide](#)  – Quick start guide 1990-FR-QS-01 Rev B · [Granit XP 1991i Cordless Industrial Area-Imaging Scanner Quick Start Guide](#)  – Quick start guide 1991-EN-QS-01 Rev B (official documentation).

Why does my Honeywell Granit XP scanner not start a new line after scanning?

Symptoms: the scanned barcodes run together on the same line, or the field is not confirmed.

Short answer: To send a carriage return (Enter key) after each barcode, scan “Add CR Suffix” in the “Suffix” section of the quick start guide. “Add Tab Suffix” adds a tab and “Remove Suffix” removes any suffix.

LIKELY CAUSE

The quick start guide offers three barcodes: “Add CR Suffix” (carriage return after each barcode), “Add Tab Suffix” (tab after each barcode) and “Remove Suffix” (no suffix). A missing or extra confirmation comes from the programmed suffix.

WHAT TO DO

1. Scan “Add CR Suffix” (carriage return suffix) to confirm each scan as with the Enter key.
2. Scan “Add Tab Suffix” to move to the next field after each scan.
3. If your software receives an extra confirmation, scan “Remove Suffix”.
4. Test in a text editor.

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Sources: [Granit XP 1990i Industrial Area-Imaging Scanner Quick Start Guide](#) – Quick start guide 1990-EN-QS-01 Rev B · [Granit XP 1990i Industrial Area-Imaging Scanner, Quick start guide](#) – Quick start guide 1990-FR-QS-01 Rev B · [Granit XP 1991i Cordless Industrial Area-Imaging Scanner Quick Start Guide](#) – Quick start guide 1991-EN-QS-01 Rev B (official documentation).

Why does my Honeywell Granit XP scanner send nothing to the computer?

Symptoms: the scanner scans, but nothing appears in the software.

Short answer: Check the interface first: in “USB Serial”, the data goes to a COM port and does not appear in a word processor; for keyboard input, scan “USB PC Keyboard”. On a 1991i, three beeps when scanning signal no link with the base.

LIKELY CAUSE

The causes described in the Honeywell quick start guides are the programmed interface (COM port instead of a keyboard), the missing USB serial driver in Windows and, for the 1991i, a link not established with the base. Honeywell also asks you to turn off the computer before connecting the scanner.

WHAT TO DO

1. 1991i: scan a barcode; three beeps signal no link (see [three beeps](#)).
2. For keyboard input, scan “USB PC Keyboard”.
3. For a COM port, install the Honeywell driver (see [COM port in Windows](#)).
4. In keyboard emulation or RS-232: turn off the computer, connect the scanner or the base, then turn the computer back on.
5. If the settings are unknown, reset the scanner and then reprogram the interface (see [reset](#)).

When to call a technician: if nothing reaches the workstation after resetting and reprogramming the interface, Honeywell directs you to its knowledge base and its technical

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support portal (honeywell.com/PSStechnicalsupport).

Sources: [Granit XP 1990i Industrial Area-Imaging Scanner Quick Start Guide](#) – Quick start guide 1990-EN-QS-01 Rev B · [Granit XP 1990i Industrial Area-Imaging Scanner, Quick start guide](#) – Quick start guide 1990-FR-QS-01 Rev B · [Granit XP 1991i Cordless Industrial Area-Imaging Scanner Quick Start Guide](#) – Quick start guide 1991-EN-QS-01 Rev B (official documentation).

Why does my Honeywell Granit XP scanner send control characters to my application?

Symptoms: invisible characters or unexpected keyboard actions when scanning certain barcodes.

Short answer: Function code transmission is enabled by default: the function codes contained in the barcode are sent to the workstation, and converted into key codes in keyboard emulation. Scan “Disable” in the “Function Code Transmit” section to stop sending them.

LIKELY CAUSE

According to the quick start guide, when “Function Code Transmit” is enabled (default setting), the function codes present in the scanned data are transmitted to the terminal. In keyboard emulation, 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 in question again in a text editor to check.
3. To re-enable the function, scan “Enable” in the same section.

The function code tables are in the Granit XP user guide.

Sources: [Granit XP 1990i Industrial Area-Imaging Scanner Quick Start Guide](#) – Quick start guide 1990-EN-QS-01 Rev B · [Granit XP 1990i Industrial Area-Imaging Scanner, Quick start guide](#) – Quick start guide 1990-FR-QS-01 Rev B · [Granit XP 1991i Cordless Industrial Area-Imaging Scanner Quick Start Guide](#) – Quick start guide 1991-EN-QS-01 Rev B (official documentation).

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Why does my Honeywell Granit XP scanner add a character in front of each barcode scanned?

Symptoms: one or more identical characters precede each barcode transmitted.

Short answer: The quick start guide contains an “Add Code ID Prefix To All Symbologies” barcode that adds a symbology identifier (Code ID) in front of each barcode. If this prefix is not wanted, reset the scanner with “Standard Product Defaults”, then reprogram your settings.

LIKELY CAUSE

In the quick start guide, Honeywell offers the option of adding a Code ID prefix to all symbologies. This barcode is marked “(Temporary)”. The list of Code IDs is in the user guide.

WHAT TO DO

1. Scan “Standard Product Defaults” (see [reset](#)).
2. Reprogram the interface, the keyboard country and the suffix.
3. Scan a test barcode again in a text editor.

Sources: [Granit XP 1990i Industrial Area-Imaging Scanner Quick Start Guide](#)  – Quick start guide 1990-EN-QS-01 Rev B · [Granit XP 1990i Industrial Area-Imaging Scanner, Quick start guide](#)  – Quick start guide 1990-FR-QS-01 Rev B · [Granit XP 1991i Cordless Industrial Area-Imaging Scanner Quick Start Guide](#)  – Quick start guide 1991-EN-QS-01 Rev B (official documentation).

Connecting the Honeywell Granit XP scanner to the base, the access point and the PC: solutions

Link with the base, COM port, 1990i cable and 1991i radio range.

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Why does my new Honeywell 1991i scanner not link to the base?

Symptoms: the base has already been used with another scanner; the new scanner does not link to it.

Short answer: In “Locked Link” mode (single scanner), a base already linked to a scanner prevents any other scanner from linking to it. Unlink the old scanner with the “Unlink Scanner” barcode; if it is lost or broken, scan “Override Locked Scanner” with the new scanner, then place it in the base.

LIKELY CAUSE

The quick start guide describes “Locked Link Mode (Single Scanner)”: once a scanner is linked, other scanners can no longer link to this base. The original scanner must first be unlinked.

WHAT TO DO

1. If the old scanner is available, use it to scan the “Unlink Scanner” barcode, in the “Locked Link Mode” section of the 1991i quick start guide.
2. Then place the new scanner in the base to create the link.
3. If the old scanner is broken or lost, scan the “Override Locked Scanner” barcode with the new scanner, then place it in the base: the old scanner's link is removed and the new one is linked.
4. Scan a test barcode: a single beep confirms the link.

Sources: [Granit XP 1991i Cordless Industrial Area-Imaging Scanner Quick Start Guide](#)  – Quick start guide 1991-EN-QS-01 Rev B · [Granit XP 1991i Wireless Industrial Area-Imaging Scanner, Quick start guide](#)  – Quick start guide 1991-FR-QS-01 Rev C (official documentation).

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Why does my Honeywell Granit XP scanner not appear as a COM port in Windows?

Symptoms: in “USB Serial” mode, no COM port appears in Windows.

Short answer: In “USB Serial” mode, the Granit XP emulates an RS-232 COM port. In Windows, you need to install the driver downloaded from the Honeywell website; a Mac uses a built-in class driver.

LIKELY CAUSE

The quick start guide states that in “USB Serial”, the scanner emulates an RS-232 COM port and that no additional setting, such as the baud rate, is required. A Windows PC needs the Honeywell driver; a Macintosh uses a built-in class driver.

WHAT TO DO

1. Scan the “USB Serial” barcode in the quick start guide.
2. In Windows, download and install the USB serial driver from the Honeywell website.
3. Open the COM port created in your software; there is no baud rate to set.
4. If your software expects keyboard input rather than a COM port, scan “USB PC Keyboard” instead.

Sources: [Granit XP 1990i Industrial Area-Imaging Scanner Quick Start Guide](#)  – Quick start guide 1990-EN-QS-01 Rev B · [Granit XP 1990i Industrial Area-Imaging Scanner, Quick start guide](#)  – Quick start guide 1990-FR-QS-01 Rev B · [Granit XP 1991i Cordless Industrial Area-Imaging Scanner Quick Start Guide](#)  – Quick start guide 1991-EN-QS-01 Rev B (official documentation).

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Why does my Honeywell 1991i scanner charge on its base without transmitting anything?

Symptoms: the scanner charges but the scanned barcodes do not reach the computer.

Short answer: Check the base type: according to the Honeywell accessories guide, the COB22 is a charge-only base, whereas the CCB22-100BT provides charging and communication. The communication base must be connected to the computer by a USB, RS-232 or keyboard emulation cable, sold separately.

LIKELY CAUSE

The Granit XP accessories guide distinguishes the CCB22-100BT charging and communication base (Bluetooth Class 1, 100 m, up to three scanners, cables sold separately, power supply required), the COB22 charge-only base (only one scanner at a time) and the AP-100BT-07N access point. The Honeywell product pages also cite the CCB02-100BT, CCB05-100BT and COB02 bases.

WHAT TO DO

1. Find your base's part number: CCB (charging and communication) or COB (charge only).
2. With a charge-only base, transmission goes through a CCB base or an AP-100BT access point.
3. Connect the CCB base to the computer with the cable for the required interface and power it.
4. Place the scanner in the base, then scan a test barcode: one beep confirms the link, three beeps signal that there is none.

Sources: [Granit XP Scanner Accessories Guide](#)  – Granit XP accessories guide (Rev A, 08/21) · [Granit XP 1991i Cordless Industrial Area-Imaging Scanner Quick Start Guide](#)  – Quick start guide 1991-EN-QS-01 Rev B · [Granit 1991iSR Ultra-Rugged Standard Range Scanner | Honeywell](#)  – Honeywell product page (list of documents) (official documentation).

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Why does my Honeywell 1991i scanner lose the link far from its base?

Symptoms: the link is lost when the operator moves away or after a break.

Short answer: Honeywell states a range of up to 100 m in line of sight (Bluetooth v4.2, Class 1). Move closer to the base; if the scanner beeps three times when scanning, put it back in the base to restore the link.

LIKELY CAUSE

The 1991iSR and 1991iXLR data sheets specify a Bluetooth v4.2 Class 1 radio (2.4 GHz ISM band, adaptive frequency hopping) with a range of up to 100 m in line of sight. The scanner has a Bluetooth connection indicator and a battery status indicator.

WHAT TO DO

1. Move closer to the base, in line of sight.
2. Scan a barcode: three beeps signal no link; in that case, put the scanner back in the base.
3. Check the scanner's battery status indicator and recharge the battery if necessary.
4. With an AP-100BT access point, automatic reconnection is enabled by default; after going into sleep mode (one hour by default), pressing the trigger wakes the scanner, which reconnects if it is within range.
5. Also with an access point, changing the battery does not break the link if the scanner stays within range: it reconnects a few seconds after power is restored.

Automatic reconnection and sleep mode are described in the AP-010BT/AP-100BT access point guide; the 1991i quick start guide does not describe them for bases.

Sources: [Granit XP 1991iSR Technical Specifications](#)  – Granit XP 1991iSR data sheet (Rev B, 02/23) · [Granit XP 1991iXLR Technical Specifications](#)  – Granit XP 1991iXLR data sheet (Rev D, 02/23) · [Granit XP 1991i Cordless Industrial Area-Imaging Scanner Quick Start Guide](#)  – Quick start guide 1991-EN-QS-01 Rev B · [Access Point AP-010BT/AP-100BT Quick Start Guide](#)  – Access point quick start guide (ACC-PT-QS Rev E) (official documentation).

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How does my Honeywell 1991i scanner link to an AP-100BT access point?

Beeps: one short beep · Light: flashing green on the scanner, Page button solid blue on the access point.

Short answer: Connect the access point to the computer, then use the scanner to scan the linking barcode printed on top of the access point. A short beep and the scanner's flashing green light confirm the connection; the Page button turns solid blue.

LIKELY CAUSE

The Granit XP accessories guide lists the AP-100BT-07N Bluetooth access point (Class 1, 100 m, up to three scanners) for the Granit XP. Its quick start guide describes linking by scanning the barcode printed on the access point.

WHAT TO DO

1. Place the O-ring in the connector groove: without it, the access point goes from IP54 to IP41.
2. Plug the interface cable first into the access point, then into the computer port: the Page button flashes.
3. Turn on the computer.
4. Scan the linking barcode printed on top of the access point.
5. A short beep, the scanner's flashing green light and the solid blue Page button confirm the link.
6. To unlink a scanner that will not be used for a while, scan "Unlink Scanner".

The access point guide (Rev E, 2015) covers the AP-010BT and AP-100BT; it refers you to the scanner user guide to check compatibility. Resetting the scanner disconnects it from the access point.

Sources: [Access Point AP-010BT/AP-100BT Quick Start Guide](#)  – Access point quick start guide (ACC-PT-QS Rev E) · [Granit XP Scanner Accessories Guide](#)  – Granit XP accessories guide (Rev A, 08/21) (official documentation).

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How is the cable of my Honeywell 1990i corded scanner locked?

Symptoms: cable not properly attached to the scanner.

Short answer: According to the 1990i quick start guide, push the cable firmly into the scanner, slide the locking plate over the connector base, then tighten the screw. Turn off the computer before connecting the scanner.

LIKELY CAUSE

The 1990i uses a cable held by a locking plate and a screw. The accessories guide offers “Corded IP65/67 O-ring seal” replacement O-rings (199XIORING, pack of ten) for the IP65/IP67 sealing of the corded model.

WHAT TO DO

1. Turn off the computer.
2. Push the cable firmly into the scanner.
3. Slide the locking plate over the connector base and tighten the screw.
4. Connect the other end to the computer, then turn the computer back on.
5. Choose the cable for the interface: USB (CBL-500-...), RS-232 (CBL-020-... or CBL-120-...) or PS/2 keyboard emulation (CBL-720-300-C00). “Industrial (freezer)” versions are available.
6. If the connector O-ring is damaged, replace it (199XIORING).

Sources: [Granit XP 1990i Industrial Area-Imaging Scanner Quick Start Guide](#)  – Quick start guide 1990-EN-QS-01 Rev B · [Granit XP Scanner Accessories Guide](#)  – Granit XP accessories guide (Rev A, 08/21) (official documentation).

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Honeywell Granit XP 1991i scanner battery and charging: problems and solutions

Charging light, charging time, battery life and Li-ion battery safety.

Why is the green light on the base of my Honeywell 1991i scanner flashing?

Light: flashing green on the base.

Short answer: According to Honeywell, the green light on the base flashes while the scanner's battery or charge pack is charging. This is normal operation: leave the scanner in the base.

LIKELY CAUSE

The 1991i quick start guide states that the green light on the base flashes to signal that the scanner's battery or charge pack is charging.

WHAT TO DO

1. Leave the scanner in the base as long as the green light is flashing.
2. If charging seems slow, check the base power supply (see [slow charging](#)).
3. If the light does not come on, check the connection of the base to the computer and, where applicable, its power supply.

The quick start guide only describes this state of the base light. The other states are in the CCB02/CCB05/CCB22-100BT base installation guide, which has restricted access.

Sources: [Granit XP 1991i Cordless Industrial Area-Imaging Scanner Quick Start Guide](#)  – Quick start guide 1991-EN-QS-01 Rev B · [Granit XP 1991i Wireless Industrial Area-Imaging Scanner, Quick start guide](#)  – Quick start guide 1991-FR-QS-01 Rev C (official documentation).

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Why does my Honeywell 1991i scanner take a long time to charge?

Symptoms: long charging on a base powered by the USB cable alone.

Short answer: Honeywell specifies that, when the base is powered by the USB cable, the current available for charging is reduced and charging takes longer. Charging via the power supply is faster; it is ordered separately if it is not included in your kit.

LIKELY CAUSE

According to the 1991i quick start guide, when charging via USB, the available current decreases and charging times increase. The power supply is only included with certain kits.

Caution: Use only batteries, chargers and mains adapters manufactured or approved by Honeywell.

WHAT TO DO

1. Connect a power supply to the base to speed up charging.
2. For the charging and communication bases, the Granit XP accessories guide lists the PS-05-1000W-C (Europe, type C plug) and PS-05-1000W-G (United Kingdom) power supplies, 1.0 A at 5.2 V DC.
3. If you use presentation mode, keep the scanner on an external power supply, as this mode consumes power continuously.

Sources: [Granit XP 1991i Cordless Industrial Area-Imaging Scanner Quick Start Guide](#)  – Quick start guide 1991-EN-QS-01 Rev B · [Granit XP 1991i Wireless Industrial Area-Imaging Scanner, Quick start guide](#)  – Quick start guide 1991-FR-QS-01 Rev C · [Granit XP Scanner Accessories Guide](#)  – Granit XP accessories guide (Rev A, 08/21) · [Battery Maintenance for Portable Devices](#)  – Honeywell white paper (V1, 05/19) (official documentation).

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Why does the battery in my Honeywell 1991i scanner run down quickly?

Symptoms: battery life clearly shorter than when new.

Short answer: Presentation mode consumes power continuously: Honeywell then recommends an external power supply. If battery life has dropped noticeably when scanning with the trigger, the battery is ageing: Honeywell gives a typical replacement interval of two years.

LIKELY CAUSE

The 1991iSR data sheet states up to 50,000 scans per charge, or about 14 hours at one scan per second, with a Li-ion battery of at least 2,450 mAh. Two causes are documented: presentation mode, which consumes power continuously, and battery ageing (state of health below 70% or a clear drop in battery life, according to the Honeywell white paper).

Caution: Use only Honeywell batteries and chargers. Do not throw, drop or crush a battery: risk of fire or chemical burn.

WHAT TO DO

1. Check the trigger mode: in presentation mode or “Streaming Presentation”, connect an external power supply or return to “Manual Trigger - Normal” (see [scanning without the trigger](#)).
2. Recharge a low battery (below 30%) as soon as possible and avoid going below 10%.
3. For storage, leave the battery at 30 to 50% charge, in a dry place; do not store a completely empty battery.
4. Replace the battery if its runtime has dropped noticeably. The accessories guide specifies the BAT-SCN05 smart Li-ion battery for the cordless Granit XP.
5. To have a charged spare battery available, the accessories guide lists the MB4-BAT-SCN01 four-slot charger (desktop or wall-mounted version).

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According to the data sheets, the battery has a one-year warranty and the scanner a three-year warranty.

Sources: [Granit XP 1991iSR Technical Specifications](#) – Granit XP 1991iSR data sheet (Rev B, 02/23) · [Granit XP 1991i Cordless Industrial Area-Imaging Scanner Quick Start Guide](#) – Quick start guide 1991-EN-QS-01 Rev B · [Granit XP Scanner Accessories Guide](#) – Granit XP accessories guide (Rev A, 08/21) · [Battery Maintenance for Portable Devices](#) – Honeywell white paper (V1, 05/19) (official documentation).

Can my Honeywell 1991i scanner still be used with a swollen battery?

Symptoms: battery deformed, swollen or discoloured, overheating or odour during charging.

Short answer: No. The Honeywell white paper on battery maintenance asks you to replace a battery that is deformed, swollen or discoloured. In the event of fire, overheating or an odour during charging, leave the area and notify the safety staff.

LIKELY CAUSE

Honeywell lists among the signs of a battery that needs replacing visible deformation, swelling or discolouration, a state of health below 70% and a clear drop in battery life.

Caution: Do not throw, drop or crush a battery: risk of fire or chemical burn. If fire, overheating or an odour occurs during charging, leave the area immediately and notify the safety staff.

WHAT TO DO

1. Stop using and charging the battery.
2. Insulate its terminals with adhesive tape and place it in a labelled container.
3. Recycle it through a Li-ion battery collection channel.
4. Replace it with a Honeywell BAT-SCN05 battery, specified for the cordless Granit XP in the accessories guide.

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Sources: [Battery Maintenance for Portable Devices](#)  – Honeywell white paper (V1, 05/19) · [Granit XP Scanner Accessories Guide](#)  – Granit XP accessories guide (Rev A, 08/21) (official documentation).

Resetting a Honeywell Granit XP 1990i or 1991i scanner

The reset is done with a barcode from the quick start guide.

How do I reset my Honeywell Granit XP 1990i or 1991i scanner to factory settings?

Symptoms: unknown settings, behaviour different from a new scanner.

Short answer: Scan the “Standard Product Defaults” barcode in the quick start guide: it restores all the product's default settings. Then reprogram the interface, the keyboard country and the suffix.

LIKELY CAUSE

The 1990i and 1991i quick start guides contain a barcode that restores all the standard product default settings. After the reset, the keyboard country returns to USA and the trigger to “Manual Trigger - Normal”, the two default settings given by Honeywell.

WHAT TO DO

1. Open the quick start guide for your model (1990i or 1991i), “Standard Product Defaults” section.
2. Scan the “Standard Product Defaults” barcode.
3. Reprogram the interface (“USB Serial” or “USB PC Keyboard”), the keyboard country ([France](#)) and the suffix if your application needs one.
4. 1991i with base: if the scanner then beeps three times when scanning, put it back in the base to restore the link.

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5. 1991i with AP-100BT access point: the access point guide specifies that the reset disconnects the scanner; scan the access point linking barcode again.

The quick start guide does not specify what happens to custom settings saved as defaults: see the Granit XP user guide (199x-EN-UG).

Sources: [Granit XP 1990i Industrial Area-Imaging Scanner Quick Start Guide](#)  – Quick start guide 1990-EN-QS-01 Rev B · [Granit XP 1990i Industrial Area-Imaging Scanner, Quick start guide](#)  – Quick start guide 1990-FR-QS-01 Rev B · [Granit XP 1991i Cordless Industrial Area-Imaging Scanner Quick Start Guide](#)  – Quick start guide 1991-EN-QS-01 Rev B · [Granit XP 1991i Wireless Industrial Area-Imaging Scanner, Quick start guide](#)  – Quick start guide 1991-FR-QS-01 Rev C · [Access Point AP-010BT/AP-100BT Quick Start Guide](#)  – Access point quick start guide (ACC-PT-QS Rev E) (official documentation).

Software and updates for the Honeywell Granit XP scanner

The tools cited by Honeywell for configuring and updating a fleet of scanners.

Which Honeywell software is used to configure and update my Granit XP scanner?

Short answer: The Granit XP data sheets cite Honeywell Scanner Management Utility (SMU), which automates scanner deployment and updates. For “USB Serial” mode in Windows, the driver can be downloaded from the Honeywell website.

LIKELY CAUSE

The 1990iSR, 1991iSR and 1991iXLR data sheets mention two software products: Honeywell Scanner Management Utility (SMU), for automating scanner deployment and updates, and Honeywell Operational Intelligence, for monitoring scanning activity. The product pages do not offer a firmware download.

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WHAT TO DO

1. To configure a fleet or update the firmware, use Honeywell Scanner Management Utility (SMU).
2. For a one-off setting, use the barcodes in the quick start guide or the Granit XP user guide.
3. Download the product documentation from automation.honeywell.com; for a technical question, Honeywell refers you to its knowledge base and its support portal (honeywell.com/PSSTechnicalsupport).

The firmware update procedure is not described in the public documents consulted.

Sources: [Granit XP 1990iSR Technical Specifications](#) – Granit XP 1990iSR data sheet (Rev B, 02/23) · [Granit XP 1991iSR Technical Specifications](#) – Granit XP 1991iSR data sheet (Rev B, 02/23) · [Granit XP 1991iXLR Technical Specifications](#) – Granit XP 1991iXLR data sheet (Rev D, 02/23) · [Granit 1991iSR Ultra-Rugged Standard Range Scanner | Honeywell](#) – Honeywell product page (list of documents) · [Granit XP 1991i Wireless Industrial Area-Imaging Scanner, Quick start guide](#) – Quick start guide 1991-FR-QS-01 Rev C (official documentation).

Other questions about the Honeywell Granit XP scanner

Operating conditions documented in the data sheets and the accessories guide.

Can my Honeywell Granit XP 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 1990i and from -20 °C to 50 °C for the cordless 1991i. For cold conditions, Honeywell offers “Industrial (freezer)” cables and scanner heaters.

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LIKELY CAUSE

The data sheets give an operating temperature of -30 °C to 50 °C (1990iSR, corded) and -20 °C to 50 °C (1991iSR and 1991iXLR), storage from -40 °C to 70 °C and humidity up to 95% non-condensing. The accessories guide lists heaters for freezer use and “Industrial (freezer)” USB and RS-232 cables.

Caution: Let batteries return to room temperature before charging them, and charge them in a ventilated room.

WHAT TO DO

1. Check the operating range of your model (corded or cordless).
2. For a 1990i, choose an “Industrial (freezer)” cable: CBL-500-300-C00-07 or CBL-500-300-S00-01 for USB, CBL-020-300-C00-01 or -02 for RS-232.
3. The accessories guide lists the 520L-24-S3 (24 V) and 520L-3648-S3 (36 to 48 V) heaters, with cable reel.
4. Before charging a battery taken out of the cold, let it return to room temperature.

Sources: [Granit XP 1990iSR Technical Specifications](#)  – Granit XP 1990iSR data sheet (Rev B, 02/23) · [Granit XP 1991iSR Technical Specifications](#)  – Granit XP 1991iSR data sheet (Rev B, 02/23) · [Granit XP 1991iXLR Technical Specifications](#)  – Granit XP 1991iXLR data sheet (Rev D, 02/23) · [Granit XP Scanner Accessories Guide](#)  – Granit XP accessories guide (Rev A, 08/21) · [Battery Maintenance for Portable Devices](#)  – Honeywell white paper (V1, 05/19) (official documentation).

When should you call a technician for a Honeywell Granit XP 1990i / 1991i scanner?

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

- **Persistent three beeps (1991i):** The link with a powered, unlocked base still fails.

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- **No scanning:** The scanner no longer reads any barcode within its scanning range after a reset.
- **No data received:** Nothing reaches the workstation after resetting and reprogramming the interface.

Avoiding recurring faults on the Honeywell Granit XP 1990i / 1991i 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 XP 1990i / 1991i scanner troubleshooting: frequently asked questions

What do three beeps mean on a Honeywell 1991i scanner?

According to the Honeywell quick start guide, three beeps when scanning mean that the link between the Granit XP 1991i and its base is not established. Place the scanner in the base, connected and powered on: a single beep on the next scan confirms the link. [See the detailed entry.](#)

How do I reset a Honeywell Granit XP 1990i or 1991i scanner?

Scan the Standard Product Defaults barcode in the quick start guide. It restores all the product's default settings. Then reprogram the interface, the keyboard country and the suffix. [See the detailed entry.](#)

How do I link a new Honeywell 1991i scanner to a base that is already in use?

In Locked Link mode, a base already linked to a scanner prevents any other scanner from linking to it. Unlink the old scanner with the Unlink Scanner barcode. If it is lost or broken, scan Override Locked Scanner with the new scanner, then place it in the base. [See the detailed entry.](#)

How do I switch a Honeywell Granit XP scanner to an AZERTY keyboard?

The Granit XP keyboard country is set to USA by default. On a French workstation, scan the France barcode in the Keyboard Country section of the quick start guide. [See the detailed entry.](#)

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Why is the green light on the Honeywell Granit XP base flashing?

According to Honeywell, the green light on the base flashes while the scanner's battery or charge pack is charging. This is normal operation: leave the scanner in the base. [See the detailed entry.](#)

How do I add the Enter key after each scan on a Honeywell Granit XP scanner?

Scan Add CR Suffix in the Suffix section of the quick start guide to send a carriage return after each barcode. Add Tab Suffix adds a tab and Remove Suffix removes any suffix. [See the detailed entry.](#)

What is the range of a Honeywell Granit XP 1991i scanner?

Honeywell states a range of up to 100 m in line of sight, with a Bluetooth v4.2 Class 1 radio. If the link is lost, move closer to the base; if the scanner beeps three times when scanning, put it back in the base. [See the detailed entry.](#)

Why does a Honeywell 1991i scanner charge slowly?

Honeywell specifies that, when the base is powered by the USB cable, the current available for charging is reduced and charging takes longer. Charging via the power supply is faster. [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 XP 1990i Industrial Area-Imaging Scanner Quick Start Guide](#)  – Quick start guide 1990-EN-QS-01 Rev B **official**
- [Granit XP 1990i Industrial Area-Imaging Scanner, Quick start guide](#)  – Quick start guide 1990-FR-QS-01 Rev B **official**
- [Granit XP 1991i Cordless Industrial Area-Imaging Scanner Quick Start Guide](#)  – Quick start guide 1991-EN-QS-01 Rev B **official**
- [Granit XP 1991i Wireless Industrial Area-Imaging Scanner, Quick start guide](#)  – Quick start guide 1991-FR-QS-01 Rev C **official**
- [Granit XP 1990iSR Technical Specifications](#)  – Granit XP 1990iSR data sheet (Rev B, 02/23) **official**
- [Granit XP 1991iSR Technical Specifications](#)  – Granit XP 1991iSR data sheet (Rev B, 02/23) **official**
- [Granit XP 1991iXLR Technical Specifications](#)  – Granit XP 1991iXLR data sheet (Rev D, 02/23) **official**
- [Granit XP Scanner Accessories Guide](#)  – Granit XP accessories guide (Rev A, 08/21) **official**
- [Access Point AP-010BT/AP-100BT Quick Start Guide](#)  – Access point quick start guide (ACC-PT-QS Rev E) **official**
- [Battery Maintenance for Portable Devices](#)  – Honeywell white paper (V1, 05/19) **official**
- [Granit 1990iSR Ultra-Rugged Scanner | Honeywell](#)  – Honeywell product page (list of documents) **official**
- [Granit 1991iSR Ultra-Rugged Standard Range Scanner | Honeywell](#)  – Honeywell product page (list of documents) **official**
- [Granit XP 1991iXLR Rugged Scanner | Honeywell](#)  – Honeywell product page (list of documents) **official**

The Granit XP user guide (199x-EN-UG-01 Rev H), the CCB02/CCB05/CCB22-100BT base installation guide (GRNTBASE-INST), the COB02 base guide (COB02-INST), the BAT-SCN05 and BAT-SCN01 battery instructions, the 1991i regulatory sheet, the “Network and Security for Honeywell Scanners” guide, the articles in the sps-support.honeywell.com knowledge base (including “The battery of the Cordless Scanner is not charging”, “Cordless scanner flashes and beeps but will not scan” and “Granit XP 1991i does not work

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properly in BASCON0,DNG1 - Locked Link Mode”), support.honeywellaidc.com and honeywellaidc.force.com were not consulted for this guide and are not cited. If the fault falls under these documents, refer to the manufacturer's documentation or ask the TIMCOD technicians.

See also

- Product page on timcod.fr (in French): [Honeywell Granit XP 1990i / 1991i](#)
- [All troubleshooting guides for Honeywell scanners and mobile computers](#) ([Granit 1920i](#), [Granit 1980i / 1981i](#), [Granit Ultra 2100i / 2105i](#), [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-xp-1990i-1991i>, updated on 21 October 2026.

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