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Home › Repair › Barcode scanner troubleshooting › Honeywell › HF800

TROUBLESHOOTING GUIDE

Honeywell HF800 troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Honeywell documentation, HF800 Fixed-Mount Industrial Scanner Quick Start Guide (HF800-EN-QS-01) and HF800 data sheet; the HF800-EN-UG-01 user guide has restricted access (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the Honeywell HF800 product page →

In brief. The HF800 is a compact industrial 2D fixed-mount scanner from Honeywell, connected via Ethernet, RS-232 or RS-485, available in HD, SR and ER versions and in 0° or 90° orientations. The causes of failed scans cited by Honeywell are ambient lighting that is too low and a barcode placed outside the scanning range of the version; the image is adjusted with the learn button or the DataMax software. This guide brings together what Honeywell's public documents say about scanning, setup, power supply and interfaces. Click a question to open the entry.

- **The scanner does not scan or scans intermittently:** see [scanning problems](#) (lighting, distance, fine barcodes) and the [lookup table](#).
- **The data does not reach the host:** see [Ethernet, RS-232 and RS-485](#) and [configuration with DataMax](#).

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

Why does my Honeywell HF800 fixed-mount scanner not scan? Find the cause by symptom

The HF800 signals its status with a five-state light and a buzzer, whose meaning is described only in the user guide, which has restricted access. The table therefore links the symptoms documented by Honeywell to their cause and to the troubleshooting entry.

Symptom	Lights (Honeywell guide)	Likely cause	Entry
No scanning in a poorly lit area	—	Ambient light too low	Low lighting
Scanning at one distance, failure closer or further away	—	Barcode outside the scanning range of the version	Scanning distance
Failure on 4 mil barcodes	—	Only the HD version reads these barcodes	Fine barcodes
Scanner off	—	Power supply outside the 10-30 V DC range or power cable incorrectly connected	Power supply
No data on the network	—	M12 to RJ45 cable or Ethernet interface not configured	Ethernet

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Symptom	Lights (Honeywell guide)	Likely cause	Entry
No data on the serial port	—	Unsuitable RS-232 / RS-485 cable or interface	RS-232 and RS-485

The meaning of the five states of the light and the buzzer is given in the HF800 user guide (HF800-EN-UG-01 Rev B), which has restricted access: none of it is included here. The causes come from the HF800-EN-QS-01 quick start guide, the data sheet and the Honeywell product page.

My Honeywell HF800 fixed-mount scanner does not scan barcodes: causes and solutions

Lighting, scanning distance, barcode fineness and triggering: the points documented by Honeywell.

Why does my Honeywell HF800 fixed-mount scanner not scan barcodes?

Symptoms: the product passes in front of the scanner without the barcode being decoded.

Short answer: Check, in this order, the ambient lighting, the distance between the scanner and the barcode (specific to each HD, SR or ER version and to each 0° or 90° orientation) and the image setting. Honeywell states that ambient light that is too low can prevent scanning and offers one-button image setup (AutoLearn).

LIKELY CAUSE

The quick start guide points out that ambient lighting that is too low can prevent scanning. The data sheet gives separate scanning ranges depending on the version (HD, SR, ER) and the orientation (0° or 90°), and describes image adjustment using the learn button or the DataMax software.

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WHAT TO DO

1. Check the lighting in the scanning area (see [low lighting](#)).
2. Measure the distance between the scanner window and the barcode, and compare it with the range of your version (see [scanning distance](#)).
3. Run the image setup again with the learn button (see [AutoLearn](#)).
4. Check in DataMax that the barcode's symbology is supported and enabled (see [DataMax](#)).
5. For a very fine barcode, check that you are using an HD version (see [fine barcodes](#)).

When to call a technician: if the scanner does not read any barcode within its scanning range, with sufficient lighting and after image setup, Honeywell refers you to its knowledge base and its technical support portal (honeywell.com/PSStechnicalsupport).

Sources: [HF800 Fixed-Mount Industrial Scanner Quick Start Guide](#) [↗](#) – Quick start guide HF800-EN-QS-01 Rev C · [HF800 Fixed-mounting 2D Industrial Reader Data Sheet](#) [↗](#) – HF800 data sheet (Rev B, 02/22) (official documentation).

Why does my Honeywell HF800 fixed-mount scanner scan poorly when the workshop is poorly lit?

Symptoms: failed scans in a dark area or at certain times of day.

Short answer: The Honeywell quick start guide states that if the ambient light is too low, the barcode may not be read. Additional lighting can then improve scanning performance.

LIKELY CAUSE

According to Honeywell, insufficient ambient lighting is one of the causes of failed scans on the HF800. The scanner has built-in red LED illumination (data sheet), but the guide recommends auxiliary lighting when the room light is not enough.

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WHAT TO DO

1. Check the lighting in the scanning area at the time of the failures.
2. Add additional lighting directed at the scanning area.
3. Run the image setup again ([learn button](#)) after changing the lighting.

Sources: [HF800 Fixed-Mount Industrial Scanner Quick Start Guide](#) [🔗](#) – Quick start guide HF800-EN-QS-01 Rev C · [HF800 Fixed-mounting 2D Industrial Reader Data Sheet](#) [🔗](#) – HF800 data sheet (Rev B, 02/22) (official documentation).

Why does my Honeywell HF800 fixed-mount scanner not scan barcodes that are too close or too far away?

Symptoms: scanning works at one distance, but fails closer or further away.

Short answer: Each HF800 version has a scanning range that does not start at contact. For example, for a 13 mil UPC in the 0° version, the data sheet gives 40 to 175 mm for HD, 55 to 405 mm for SR and 71 to 480 mm for ER: place the barcode within the range of your version.

LIKELY CAUSE

The HF800 data sheet gives typical ranges by version (HD, SR, ER) and by orientation (0° or 90°), which may vary depending on barcode quality and the environment. The 90° versions generally read slightly closer than the 0° versions: for example, 30 to 380 mm for a 13 mil UPC on SR 90°, compared with 55 to 405 mm on SR 0°.

WHAT TO DO

1. Identify the version (HD, SR or ER) and the orientation (0° or 90°) of your scanner.
2. Find in the data sheet the range corresponding to the type and size of your barcodes.
3. Adjust the position of the scanner so that the barcode passes through the middle of this range.

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4. For a 10 mil Data Matrix, allow for example 22 to 128 mm on HD 0°, 62 to 190 mm on SR 0° and 135 to 250 mm on ER 0°.
5. Run the image setup again after any movement of the scanner.

The 0° versions use a laser pointer, the 90° versions an LED pointer (data sheet).

Source: [HF800 Fixed-mounting 2D Industrial Reader Data Sheet](#)  – HF800 data sheet (Rev B, 02/22)
(official documentation).

Why does my Honeywell HF800 fixed-mount scanner not scan 4 mil barcodes?

Symptoms: failure on very fine 1D barcodes.

Short answer: In the HF800 data sheet, only the HD version has a scanning range for a 4 mil Code 39: 50 to 80 mm at 0°, 25 to 55 mm at 90°. The SR and ER versions start at 5 mil; for finer barcodes, you need an HD version placed at the right distance.

LIKELY CAUSE

For the 4 mil Code 39, the data sheet lists only the HD version. The 5 mil Code 39 is read by the HD (30 to 115 mm at 0°), SR (64 to 140 mm) and ER (147 to 218 mm) versions. The sensor is an 838 × 640 pixel global shutter CMOS.

WHAT TO DO

1. Check your scanner's version from its part number (HD, SR or ER).
2. With an HD version, place the barcode within the narrow range given in the data sheet.
3. With an SR or ER version, check that your barcodes are at least 5 mil.

Source: [HF800 Fixed-mounting 2D Industrial Reader Data Sheet](#)  – HF800 data sheet (Rev B, 02/22)
(official documentation).

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Can my Honeywell HF800 fixed-mount scanner read direct part marks (DPM)?

Short answer: Yes. According to the data sheet, the HF800 reads all types of 1D and 2D barcodes, on printed labels as well as direct part marks (DPM). In particular, it reads QR Code, Data Matrix, MaxiCode, Aztec and PDF417.

LIKELY CAUSE

The data sheet presents the HF800 as an industrial 2D scanner capable of reading printed barcodes and direct part marks. It cites a global shutter sensor at 60 frames per second and built-in red LED illumination.

WHAT TO DO

1. Place the part within the scanning range of your version.
2. Run the image setup (learn button or AutoLearn in DataMax) with a real part.
3. Check in DataMax that the symbology of the mark is enabled.

Source: [HF800 Fixed-mounting 2D Industrial Reader Data Sheet](#) – HF800 data sheet (Rev B, 02/22) (official documentation).

How can my Honeywell HF800 fixed-mount scanner be triggered by a photoelectric sensor?

Short answer: The data sheet indicates two discrete photoelectric-type inputs and two outputs, with programmable functions. They go through the scanner's power, serial and I/O cable ("Power-Serial-I/O"); their function is set with the DataMax configuration software.

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LIKELY CAUSE

Honeywell describes two “photoelectric” discrete inputs and two outputs for the HF800, with programmable functions. The quick start guide shows, next to the M12 Ethernet port, a “Power-Serial-I/O” cable (power, serial link and I/O); the product page lists a 5 m DB25 female to flying leads cable (50148058-001).

WHAT TO DO

1. Connect the sensor or PLC to an input of the “Power-Serial-I/O” cable, according to the pinout in the user guide.
2. In DataMax, assign the scan trigger function to the input.
3. If necessary, assign an output to the good read or failure signal.
4. Test with real products at line speed.

The cable pinout and the list of programmable functions are in the HF800 user guide, which has restricted access; the quick start guide does not give them.

Sources: [HF800 Fixed-mounting 2D Industrial Reader Data Sheet](#)  – HF800 data sheet (Rev B, 02/22) · [HF800 Fixed-Mount Industrial Scanner Quick Start Guide](#)  – Quick start guide HF800-EN-QS-01 Rev C (official documentation).

Connecting the Honeywell HF800 fixed-mount scanner via Ethernet, RS-232 and RS-485: solutions

Cables, interfaces and networking several scanners.

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Why does my Honeywell HF800 fixed-mount scanner not communicate via Ethernet?

Symptoms: the scanner scans but the host receives nothing over the network.

Short answer: Check the physical connection first: the HF800 connects to Ethernet via an M12 connector, with a 2 or 5 m M12 to RJ45 cable. Then check in DataMax that the Ethernet interface is the one configured.

LIKELY CAUSE

The HF800 offers three host interfaces: Ethernet, RS-232 and RS-485 (data sheet). The quick start guide shows an Ethernet port protected by a cover ("Ethernet Port Cover") and the M12 cable. The product page lists the 50143315-001 (M12 to RJ45, 2 m) and 50143315-002 (5 m) cables.

WHAT TO DO

1. Check the M12 to RJ45 cable and that it is tightened on the scanner side.
2. If the Ethernet port is not used, leave its cover in place.
3. Open DataMax and check that the output interface is set to Ethernet and that the network parameters match your host.
4. Test reception with the host application.

The supported industrial protocols and the default network parameters are not given in the public documents consulted.

Sources: [HF800 Fixed-mounting 2D Industrial Reader Data Sheet](#)  – HF800 data sheet (Rev B, 02/22) · [HF800 Fixed-Mount Industrial Scanner Quick Start Guide](#)  – Quick start guide HF800-EN-QS-01 Rev C · [HF800 fixed-mounting 2D industrial reader | Honeywell](#)  – Honeywell product page (specifications, accessories, documents) (official documentation).

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Why does my Honeywell HF800 fixed-mount scanner not transmit anything via RS-232 or RS-485?

Symptoms: no data on the serial port of the PLC or PC.

Short answer: Check that the cable matches the interface: Honeywell offers separate cables for RS-232 and RS-485, as well as a flying leads cable. Then check in DataMax that the chosen serial interface is active.

LIKELY CAUSE

The HF800 product page lists the 50142347-001 (DB25 female, 1.5 m, RS-232), 50144214-001 (DB25 female, 1.5 m, RS-485) and 50148058-001 (DB25 female to flying leads, 5 m) cables. The quick start guide shows the Ethernet, RS-232 and RS-485 connections.

WHAT TO DO

1. Identify the host interface (RS-232 or RS-485).
2. Use the corresponding Honeywell cable.
3. In DataMax, select the serial interface and set its parameters to match those of the host.
4. Test reception with a known barcode.

Sources: [HF800 fixed-mounting 2D industrial reader | Honeywell](#)  – Honeywell product page (specifications, accessories, documents) · [HF800 Fixed-Mount Industrial Scanner Quick Start Guide](#)  – Quick start guide HF800-EN-QS-01 Rev C · [HF800 Fixed-mounting 2D Industrial Reader Data Sheet](#)  – HF800 data sheet (Rev B, 02/22) (official documentation).

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Can several Honeywell HF800 fixed-mount scanners work together?

Short answer: Yes. The data sheet cites a master/slave network mode, and the product page states that the HF800 can be networked to form a complete scanning solution.

LIKELY CAUSE

Honeywell mentions the “Master/Slave” network mode in the HF800 specifications. The quick start guide presents DataMax as the tool that gives access to the scanner's additional features.

WHAT TO DO

1. Decide which scanner will be the master and which will be slaves.
2. Set the network mode of each scanner from DataMax.
3. Test that data from all the scanners reaches the host.

The details of the master/slave configuration are in the HF800 user guide, which has restricted access.

Sources: [HF800 Fixed-mounting 2D Industrial Reader Data Sheet](#)  – HF800 data sheet (Rev B, 02/22) · [HF800 fixed-mounting 2D industrial reader | Honeywell](#)  – Honeywell product page (specifications, accessories, documents) (official documentation).

Honeywell HF800 fixed-mount scanner power supply: problems and solutions

Voltage, power and power supply unit.

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Why does my Honeywell HF800 fixed-mount scanner not turn on?

Symptoms: no light on, no response from the scanner.

Short answer: The HF800 is powered at 10 to 30 V DC through its “Power-Serial-I/O” cable, with a maximum consumption of 5 W. The power supply is not always included: Honeywell specifies that it must be ordered separately if required.

LIKELY CAUSE

The data sheet gives a standard power supply of 10 to 30 V DC and a maximum consumption of 5 W. The quick start guide specifies that the power supply is only included in certain cases and must otherwise be ordered separately; the product page cites the HCB-PWR-01 mains adapter.

WHAT TO DO

1. Check that the power supply delivers a DC voltage between 10 and 30 V and at least 5 W.
2. Check the “Power-Serial-I/O” cable and its connection to the scanner.
3. If you are using the Honeywell mains adapter, check that it is the model intended for the HF800 (HCB-PWR-01).
4. Check that the scanner is operating between 0 °C and 50 °C (see [temperature](#)).

When to call a technician: if the scanner stays off with a compliant power supply and a checked cable, Honeywell refers you to its knowledge base and its technical support portal (honeywell.com/PSStechnicalsupport).

Sources: [HF800 Fixed-mounting 2D Industrial Reader Data Sheet](#)  – HF800 data sheet (Rev B, 02/22) · [HF800 Fixed-Mount Industrial Scanner Quick Start Guide](#)  – Quick start guide HF800-EN-QS-01 Rev C · [HF800 fixed-mounting 2D industrial reader | Honeywell](#)  – Honeywell product page (specifications, accessories, documents) (official documentation).

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Configuring the Honeywell HF800 fixed-mount scanner: learn button and DataMax

The image and parameters are set using the learn button and the DataMax software.

What is the learn button on my Honeywell HF800 fixed-mount scanner for?

Short answer: It starts the quick image setup: the data sheet describes a learn button (Learning button) that sets up the image with a single press, a function called AutoLearn in the DataMax software. Run it again after any change of position, product or lighting.

LIKELY CAUSE

Honeywell presents the learn button and the DataMax AutoLearn function as the way to set up the HF800 image “with a single button”. The quick start guide shows this button on the scanner’s control panel.

WHAT TO DO

1. Place a representative barcode in the scanning area, at the working distance.
2. Press the learn button on the control panel.
3. Then check scanning on several products.
4. For finer adjustment, use AutoLearn and the image settings in DataMax.

Sources: [HF800 Fixed-mounting 2D Industrial Reader Data Sheet](#)  – HF800 data sheet (Rev B, 02/22) · [HF800 Fixed-Mount Industrial Scanner Quick Start Guide](#)  – Quick start guide HF800-EN-QS-01 Rev C (official documentation).

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Which software is used to configure my Honeywell HF800 fixed-mount scanner?

Short answer: The HF800 is configured with DataMax, the Honeywell configuration tool that gives access to the scanner's advanced features. It can be downloaded from honeywell.com/PSSsoftware-downloads and, according to the data sheet, runs on Windows XP, Vista, 7 and 10.

LIKELY CAUSE

The quick start guide presents DataMax as the configuration software that gives access to the scanner's additional features. The data sheet associates it with the AutoLearn image setup function.

WHAT TO DO

1. Download DataMax from honeywell.com/PSSsoftware-downloads (Honeywell portal).
2. Install it on a Windows PC connected to the scanner via Ethernet or a serial link.
3. In DataMax, set the interface, symbologies, inputs and outputs, and the image.
4. For any question, Honeywell refers you to its knowledge base and its technical support portal (honeywell.com/PSStechnicalsupport).

The quick start guide and the product pages describe neither the firmware update procedure nor restoring the factory settings; these procedures are in the HF800 user guide, which has restricted access.

Sources: [HF800 Fixed-Mount Industrial Scanner Quick Start Guide](#)  – Quick start guide HF800-EN-QS-01 Rev C · [HF800 Fixed-mounting 2D Industrial Reader Data Sheet](#)  – HF800 data sheet (Rev B, 02/22) (official documentation).

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Other questions about the Honeywell HF800 fixed-mount scanner

Operating conditions given in the data sheet.

Can my Honeywell HF800 fixed-mount scanner work in a cold room?

Short answer: No, not at sub-zero temperatures: the data sheet limits HF800 operation to the 0 °C to 50 °C range. Storage is possible from -20 °C to 70 °C, and the housing is IP65.

LIKELY CAUSE

The HF800 data sheet gives an operating temperature of 0 °C to 50 °C, a storage temperature of -20 °C to 70 °C, an IP65 protection rating and a zinc alloy housing.

WHAT TO DO

1. Check that the temperature at the scanning station remains between 0 °C and 50 °C.
2. For an area below 0 °C, choose a scanner whose data sheet covers that range.

Sources: [HF800 Fixed-mounting 2D Industrial Reader Data Sheet](#)  – HF800 data sheet (Rev B, 02/22) · [HF800 Fixed-Mount Industrial Scanner Quick Start Guide](#)  – Quick start guide HF800-EN-QS-01 Rev C (official documentation).

When should you call a technician for a Honeywell HF800 scanner?

The entries above first suggest a setting, a wiring check or a new image setup. In the following cases, the documentation refers you to Honeywell support or a technician:

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- **No scanning:** The scanner does not read any barcode within its range, with sufficient lighting and after image setup.
- **Scanner off:** The scanner stays off with a compliant power supply and a checked cable.

Avoiding recurring faults on the Honeywell HF800 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 HF800 scanner troubleshooting: frequently asked questions

Why does a Honeywell HF800 fixed-mount scanner not scan in low light?

The Honeywell quick start guide states that if the ambient light is too low, the barcode may not be read. Additional lighting can then improve scanning performance. [See the detailed entry.](#)

What is the scanning distance of a Honeywell HF800?

It depends on the version and orientation. For a 13 mil UPC in the 0° version, the data sheet gives 40 to 175 mm for HD, 55 to 405 mm for SR and 71 to 480 mm for ER. [See the detailed entry.](#)

Which software should I use to configure a Honeywell HF800?

The HF800 is configured with DataMax, the Honeywell configuration tool that gives access to the scanner's advanced features. It can be downloaded from honeywell.com/PSSsoftware-downloads and, according to the data sheet, runs on Windows XP, Vista, 7 and 10. [See the detailed entry.](#)

What is the learn button on the Honeywell HF800 for?

It starts the quick image setup: the data sheet describes a learn button that sets up the image with a single press, a function called AutoLearn in DataMax. Run it again after any change of position, product or lighting. [See the detailed entry.](#)

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What power supply does a Honeywell HF800 need?

The HF800 is powered at 10 to 30 V DC through its power, serial and I/O cable, with a maximum consumption of 5 W. The power supply must be ordered separately if required. [See the detailed entry.](#)

What interfaces does the Honeywell HF800 fixed-mount scanner offer?

The HF800 connects to the host via Ethernet, RS-232 or RS-485. Honeywell offers M12 to RJ45 cables for Ethernet and separate DB25 cables for RS-232 and RS-485. [See the detailed entry.](#)

Can the Honeywell HF800 work in a cold room?

No, not at sub-zero temperatures: the data sheet limits HF800 operation to the 0 °C to 50 °C range. Storage is possible from -20 °C to 70 °C. [See the detailed entry.](#)

Sources consulted

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

- [HF800 Fixed-Mount Industrial Scanner Quick Start Guide](#) [↗](#) – Quick start guide HF800-EN-QS-01 Rev C
official
- [HF800 Fixed-mounting 2D Industrial Reader Data Sheet](#) [↗](#) – HF800 data sheet (Rev B, 02/22) **official**
- [HF800 fixed-mounting 2D industrial reader | Honeywell](#) [↗](#) – Honeywell product page (specifications, accessories, documents) **official**
- [HF800 固定式二维工业读卡器 | Honeywell](#) [↗](#) – Honeywell China product page (list of documents)
official

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The following documents and pages were not consulted for this guide: the HF800 user guide (HF800-EN-UG-01 Rev B, including under the regional paths), the HF800 regulatory sheet (HF800-ML-RS-01), the hsmftp.honeywell.com software portal and the knowledge base article “HF800 - Where to download latest DataMax 1.5.x version configuration tool?” (sps-support.honeywell.com). 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 HF800](#)
- [All troubleshooting guides for Honeywell scanners and mobile computers](#) ([Granit 1920i](#), [Granit 1980i](#) / [1981i](#), [Granit Ultra 2100i](#) / [2105i](#), [Granit XP 1990i](#) / [1991i](#), [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/hf800>, updated on 21 October 2026.

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