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TROUBLESHOOTING GUIDE

Unitech HT380 troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Unitech documentation, HT380 Quick Start Guide V1.3 and HT380 FAQ (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the Unitech HT380 product page →

In brief. The Unitech HT380 is a compact rugged mobile computer running Android 9, with a 3.2-inch display, a 32-key keypad and a Zebra SE4710 2D scanner; Unitech no longer sells it. Its official documentation is limited to a quick start guide, a brochure and a FAQ: this guide covers what they say about the lights, charging, battery replacement, accessing the Recovery menu, Android updates and a few scanning and Wi-Fi settings. Click a question to open the entry.

- **A light comes on or flashes:** find the signal in the [lookup table](#) and open the matching entry.
- **The scanner does not scan:** see the [scanning](#) section.
- **The mobile computer will not start or needs updating:** see the [system](#) and [battery](#) sections.

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

What do the lights on my Unitech HT380 mean? Find the cause by signal

The HT380 signals its status with two lights: the system light (operation and charging) and the scan light. The table links each signal to its cause and to the troubleshooting entry.

Signal observed	Light (Unitech guide)	Likely cause	Entry
Scan light: one green flash	● green	Good read	The scanner does not scan
Scan light: one red flash	● red	Scan failed	The scanner does not scan
System light solid green (not charging)	● solid green	Mobile computer running	HT380 lights
System light solid red	● solid red	Battery charging	The mobile computer does not charge

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Signal observed	Light (Unitech guide)	Likely cause	Entry
System light solid green (charging)	● solid green	Battery charged	<u>The mobile computer does not charge</u>
System light blue	blue	Customisable option	<u>HT380 lights</u>
No response after several days without charging	—	Battery deeply discharged: pre-charge for a few minutes	<u>The mobile computer does not turn on</u>
Message “Supported API: 3”	—	Step in accessing the Recovery menu	<u>Recovery menu</u>

The signals come from the “LED Indicators” table in the HT380 V1.3 quick start guide and from the HT380 FAQ. A dash indicates that the page consulted does not specify the light state.

Unitech HT380 lights: what do they mean?

The system light and the scan light, according to the Unitech quick start guide.

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What do the lights on my Unitech HT380 mobile computer mean?

Lights: system light (green, red, blue) and scan light (green or red).

Short answer: The HT380 has two lights. The system light is solid green when the mobile computer is running, solid red while charging and solid green when the battery is full; blue is a customisable option. The scan light flashes green once for a good read and red once for a failure.

LIKELY CAUSE

The “LED Indicators” table in the HT380 quick start guide describes these states.

WHAT TO DO

1. System light solid green when not charging: the mobile computer is operating normally.
2. System light solid red: the battery is charging; it turns solid green when the battery is full (see [the charging entry](#)).
3. System light blue: its use depends on the configuration chosen (customisable option).
4. Scan light red, one flash: the scan failed (see [the scanning entry](#)).

The guide uses the same solid green for “mobile computer running” and “battery charged”: in the cradle, green indicates that charging is complete.

Source: [LED Indicators](#) – HT380 Quick Start Guide V1.3 (608349G) (official documentation).

My Unitech HT380 no longer scans barcodes: causes and solutions

Scan failure signalled by the red light and the special case of Code 39 Full ASCII.

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Why does my Unitech HT380 mobile computer not scan the barcode?

Scan light: one red flash (failure) instead of one green flash.

Short answer: One red flash of the scan light signals a decoding failure. Aim at the barcode within the scanning range of the Zebra SE4710 engine, from near contact to more than 60 cm, using one of the three SCAN keys. If the barcode is a Code 39 Full ASCII containing /M or /N, see the dedicated entry.

LIKELY CAUSE

According to the quick start guide, the scan light flashes green once for a good read and red once for a failure. The brochure specifies the engine (Zebra SE4710, 1D and 2D), the 45° tilted aiming and the scanning range.

WHAT TO DO

1. Trigger scanning with one of the three SCAN keys on the keypad or the side triggers.
2. Aim at the barcode with the scanner window: the scan head is tilted 45° downwards.
3. Adjust the distance: according to the brochure, the engine reads from near contact to more than 60 cm.
4. If the barcode contains the /M or /N sequences in Code 39 Full ASCII, see [the Code 39 entry](#).
5. Scanner settings (Scan2Key, keyboard output, intents) are made in the scanner configuration app, called “Scanner Manager” in the brochure and “Scanner Setting” in the FAQ.

Unitech does not publish a user manual for the HT380: the documentation consulted describes neither enabling symbologies nor resetting the scanner settings.

Sources: [LED Indicators; Product Overview](#) [↗](#) – HT380 Quick Start Guide V1.3 (608349G) · [Barcode scanner; Keypad; Software](#) [↗](#) – HT380 Rugged Handheld Terminal – Specifications Rev.F (official documentation).

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Why does my Unitech HT380 mobile computer not decode /M and /N in Code 39 Full ASCII?

Symptom: the /M and /N sequences are not converted into a hyphen and a full stop.

Short answer: According to the Unitech FAQ, the HT380's Zebra SE4710 engine does not define these two sequences: it is Honeywell that defines /M as a hyphen and /N as a full stop. To get a hyphen or a full stop, encode the barcode according to the Zebra definitions.

LIKELY CAUSE

The HT380 FAQ (Software section) explains this difference between the Honeywell and Zebra Code 39 Full ASCII tables.

WHAT TO DO

1. Check whether the printed barcode uses /M or /N to represent the hyphen or the full stop.
2. Have the label reprinted, encoding the hyphen and the full stop according to the Zebra Code 39 Full ASCII table.
3. Test scanning: the scan light should flash green.

Source: [Software – SE4710 and Code 39 Full ASCII /M /N](#) – HT380 FAQ (Unitech, 7 September 2022) (official documentation).

Unitech HT380 scan data in Ivanti Velocity: settings

The setting for delivering data by intent, given in the Unitech FAQ.

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How should my Unitech HT380 mobile computer be set up for Ivanti Wavelink Velocity?

Settings: `Keyboard output mode` , intent action and extra.

Short answer: According to Unitech, the HT380 is compatible with Ivanti Velocity. For smooth scan capture, set Velocity to receive the data by intent, then, in the scanner settings, disable “Keyboard output mode” and enter the Wavelink intent action and extra.

LIKELY CAUSE

The HT380 FAQ (Scanner Setting and Software sections) confirms Ivanti Velocity support on the HT380 and gives the settings.

WHAT TO DO

1. In Wavelink Velocity, configure scan data delivery by intent.
2. In Scanner Setting, disable `Keyboard output mode` .
3. Enter the intent action: `com.wavelink.intent.action.BARCODE` .
4. Enter the string extra: `com.wavelink.extra.data_string` .

Source: [Scanner Setting – Ivanti Wavelink \(Velocity\)](#); [Software – Ivanti Velocity support](#)  – HT380 FAQ (Unitech, 7 September 2022) (official documentation).

Unitech HT380 Wi-Fi: captive portal

The Wi-Fi setting documented by Unitech for the HT380.



How do I disable captive portal detection on my Unitech HT380 mobile computer?

StageGO setting: Detect Captive Portal Mode .

Short answer: The HT380 FAQ offers two ways, both via StageGO: scan the StageGO QR code provided for this setting, or open StageGO, go to Configuration, Wireless, WiFi, and set “Detect Captive Portal Mode” to disable.

LIKELY CAUSE

The HT380 FAQ (Scanner Setting section) covers this Wi-Fi setting through the StageGO configuration tool.

WHAT TO DO

1. On the mobile computer, launch StageGO.
2. Open Configuration > Wireless > WiFi .
3. Set Detect Captive Portal Mode to disable .
4. For several mobile computers, scan the corresponding StageGO QR code instead of making the setting by hand.

Source: [Scanner Setting – WiFi Detect Captive Portal Mode](#)  – HT380 FAQ (Unitech, 7 September 2022) (official documentation).

Unitech HT380 battery and charging: problems and solutions

Charging in a cradle or via USB-C and replacing the battery.

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Why does my Unitech HT380 mobile computer not charge?

Symptom: the system light does not turn solid red.

Short answer: Use only the cradle and adapter supplied with the mobile computer, between 0 °C and 45 °C. The system light should turn solid red while charging, then solid green. Clean the connectors (cradle pogo pins, USB-C port) if they are dirty.

LIKELY CAUSE

The quick start guide asks you to use only the cradle and adapter supplied. According to the brochure, charging is done on the 1-slot cradle, which also charges a spare battery, or via the USB-C port (charging only), at a temperature of 0 °C to 45 °C.

WHAT TO DO

1. Place the mobile computer on its 1-slot cradle powered by the supplied adapter, or plug in the USB-C cable.
2. Check the system light: solid red while charging, solid green when the battery is full.
3. If the battery has been left discharged for several days, let it charge for a few minutes before turning on the mobile computer.
4. Charge in a room between 0 °C and 45 °C.
5. The HT380 quick start guide asks you to keep the connectors free of dust, grease, mud and water: otherwise, the mobile computer may stop communicating, short-circuit or overheat.

When to call a technician: a connector on the mobile computer or the cradle is damaged: Unitech requires it to be fully repaired before any use, to avoid a short circuit.

The HT380 “Small” pack is supplied without cradle or adapter, with a USB-C cable; the standard pack includes the cradle and its adapter.

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Sources: [Charging; LED Indicators; Caution; Package](#)  – HT380 Quick Start Guide V1.3 (608349G) · [Charging](#)  – HT380 Rugged Handheld Terminal – Specifications Rev.F · [Specifications – Battery](#)  – Unitech HT380 product page (official documentation).

How do I replace the battery in my Unitech HT380 mobile computer?

Parts: 3.85 V 4500 mAh Li-ion battery, battery cover.

Short answer: Set the cover lock to the unlock icon and remove the cover. Slide the battery in, aligning its contacts with those of the compartment, then refit the cover and lock it. The HT380 battery is removable (Li-ion 3.85 V, 4500 mAh).

LIKELY CAUSE

The quick start guide describes removing the cover and fitting the battery; the brochure and the product page give the battery specifications.

WHAT TO DO

1. Set the cover lock to the unlock icon, then remove the cover.
2. Remove the old battery.
3. Slide the new battery in, aligning its contacts with those of the compartment.
4. The microSD memory card slot (up to 128 GB) is in this compartment: insert the card and gently push it into place if necessary.
5. Refit the cover and lock it.

Stated battery life: 10 to 12 hours depending on the environment. Unitech part numbers: battery 1400-900058G, cover 385949G.

Sources: [Battery and Memory Card](#)  – HT380 Quick Start Guide V1.3 (608349G) · [Battery; Memory](#)  – HT380 Rugged Handheld Terminal – Specifications Rev.F · [Accessories](#)  – Unitech HT380 product page (official documentation).

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Unitech HT380 that will not start or needs updating: Recovery, Android

Starting after a long discharge, Recovery menu, system version and updates.

Why does my Unitech HT380 mobile computer not turn on after several days without charging?

Symptom: no response when switched on.

Short answer: According to the quick start guide, a battery that has been discharged for several days must be charged for a few minutes before powering on. Place the mobile computer on its cradle, wait for the system light to turn solid red, then turn it back on.

LIKELY CAUSE

The HT380 quick start guide (Charging section) provides for this pre-charge after a long discharge.

WHAT TO DO

1. Place the mobile computer on its powered cradle or plug in the USB-C cable.
2. Check that the system light comes on solid red (charging in progress).
3. Wait a few minutes, then press the Power key.
4. If the light does not come on, see [the charging entry](#) (connectors, adapter).

Source: [Charging; LED Indicators](#)  – HT380 Quick Start Guide V1.3 (608349G) (official documentation).

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How do I access the Recovery menu on my Unitech HT380 mobile computer?

Display: Unitech logo, then the message `Supported API: 3`.

Short answer: With the mobile computer off, hold down Power and the right Scan key until the Unitech logo appears, then release. When “Supported API: 3” is displayed, press the volume keys in the order +, -, +, -, +, +, -, -: the Recovery menu appears.

LIKELY CAUSE

The HT380 FAQ (OS section) describes accessing the Recovery menu with a key sequence.

Caution: The FAQ does not list the Recovery menu options. A reset option, if you choose it, erases the mobile computer's data: back it up beforehand.

WHAT TO DO

1. Switch off the mobile computer.
2. Hold down the Power key and the right Scan key together.
3. Release both keys when the Unitech logo appears.
4. The display shows `Supported API: 3`.
5. Press the volume keys in this order: +, -, +, -, +, +, -, -.
6. The Recovery menu is displayed: move the cursor with Volume + and Volume -, confirm with Power.

The Unitech documentation consulted does not describe a factory reset through the HT380's Android settings.

Source: [OS – How to enter Recovery Menu Mode](#) – HT380 FAQ (Unitech, 7 September 2022) (official documentation).

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How do I find out the system version of my Unitech HT380 mobile computer?

Menu: `Settings > About phone > Build number` .

Short answer: Open Settings, then About phone, and read the build number. The HT380 runs Android 9.

LIKELY CAUSE

The HT380 FAQ (OS section) states where to read the system version; the product page specifies the Android version.

WHAT TO DO

1. Open `Settings` .
2. Tap `About phone` .
3. Read `Build number` and note it down before any update.

Sources: [OS – How do I check the OS version?](#) [↗](#) – HT380 FAQ (Unitech, 7 September 2022) · [Specifications – Operating System](#) [↗](#) – Unitech HT380 product page (official documentation).

How do I update my Unitech HT380 mobile computer from an SD card?

Menu: `System update > Local updates` .

Short answer: Copy the system file to a microSD card and insert it. Open Settings, System, System update, choose “Local updates”, then install the file from the SD card with File Manager.

LIKELY CAUSE

The HT380 FAQ (OS section) describes the local update from an SD card.

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WHAT TO DO

1. Note the current version (see [the system version](#)).
2. Copy the system file to a microSD card and insert it in the slot located in the battery compartment.
3. Open **Settings > System > System update**.
4. In the source selection (“update from”), select **Local updates**.
5. In File Manager, open the SD card and install the system file.
6. Then check the build number.

The FAQ specifies neither the minimum battery charge nor the effect of the update on data.

Sources: [OS – How do I update the OS from an SD card?](#) [↗](#) – HT380 FAQ (Unitech, 7 September 2022) · [Battery and Memory Card](#) [↗](#) – HT380 Quick Start Guide V1.3 (608349G) (official documentation).

How do I update Android on my Unitech HT380 mobile computer over the network?

Menu: **System update > Remote updates**.

Short answer: Open Settings, System, System update, choose “Remote updates” as the source, then tap “Download”. The mobile computer downloads the system update over the network (OTA).

LIKELY CAUSE

The HT380 FAQ (OS section) describes the online update.

WHAT TO DO

1. Open **Settings > System > System update**.
2. In “update from”, choose **Remote updates**.
3. Tap **Download** and let the update finish.
4. Check the build number in **About phone**.

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Source: [OS – How do I update the OS over the air \(OTA\)?](#) – HT380 FAQ (Unitech, 7 September 2022) (official documentation).

When should you call a technician for a Unitech HT380 mobile computer?

The entries above first suggest a setting, cleaning or an update. In the following case, the documentation refers you to a repair:

- **Damaged connector:** a connector on the mobile computer or the cradle is damaged: Unitech requires it to be fully repaired before any use, to avoid a short circuit.

Avoiding recurring faults on the Unitech HT380 mobile computer: preventive maintenance

Worn battery, unstable Wi-Fi, system not up to date: 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.

Wi-Fi coverage audit

Installation, coverage survey (site survey) and improvement.

General check of the devices

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

Security patch updates

Installation of Android updates, where feasible.

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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).

Unitech HT380 mobile computer troubleshooting: frequently asked questions

How do I enter Recovery mode on a Unitech HT380?

With the mobile computer off, hold down Power and the right Scan key until the Unitech logo appears, then release. When Supported API: 3 is displayed, press the volume keys in the order +, -, +, -, +, +, -, -: the Recovery menu appears. [See the detailed entry.](#)

How do I update Android on an HT380?

Open Settings, System, System update, choose Remote updates as the source, then tap Download. Without a network, choose Local updates and install the system file from the SD card with File Manager. [See the detailed entry.](#)

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What does the red light on the HT380 scanner mean?

One red flash of the scan light signals a decoding failure; one green flash, a good read. Aim at the barcode from near contact to more than 60 cm using one of the three SCAN keys. [See the detailed entry.](#)

Why does an HT380 no longer turn on?

According to the quick start guide, a battery that has been discharged for several days must be charged for a few minutes before powering on. Place the mobile computer on its cradle, wait for the system light to turn solid red, then turn it back on. [See the detailed entry.](#)

Is the HT380 compatible with Ivanti Velocity?

Yes, according to the Unitech FAQ. Set Velocity to receive the data by intent, then, in the scanner settings, disable Keyboard output mode and enter the Wavelink intent action and extra. [See the detailed entry.](#)

How do I find out the Android version of an HT380?

Open Settings, then About phone, and read the build number. The HT380 runs Android 9. [See the detailed entry.](#)

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Sources consulted

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

- [HT380 Rugged Handheld Terminal | Unitech](#)  – Unitech HT380 product page **official**
- [HT380 Quick Start Guide](#)  – HT380 Quick Start Guide V1.3 (608349G) **official**
- [HT380 FAQ](#)  – HT380 FAQ (Unitech, 7 September 2022) **official**
- [HT380 Rugged Handheld Terminal – Specifications](#)  – HT380 Rugged Handheld Terminal – Specifications Rev.F **official**

See also

- Product page on timcod.fr (in French): [Unitech HT380](#)
- [All troubleshooting guides for Unitech scanners and mobile computers \(MS852B, HT730\)](#)
- [Maintenance and repair of Unitech mobile computers](#)
- [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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