

# SAVE YOUR TIME!

# YOUR GUIDE THROUGH DEVICE TROUBLESHOOTING

Dear Valued Customer,

Your device has been repaired by Datalogic repair center. In order to provide our customers with enhanced level of support, this document provides the steps needed to basic troubleshooting of your device which could help you to solve common technical malfunctions directly at your side. Let us recommend you to follow this guide and save your time with unnecessary delivery of your device to repair center. The guide is best place to start prior submitting the RMA and helps you to easily remedy most common malfunctions that can occur in daily operation.

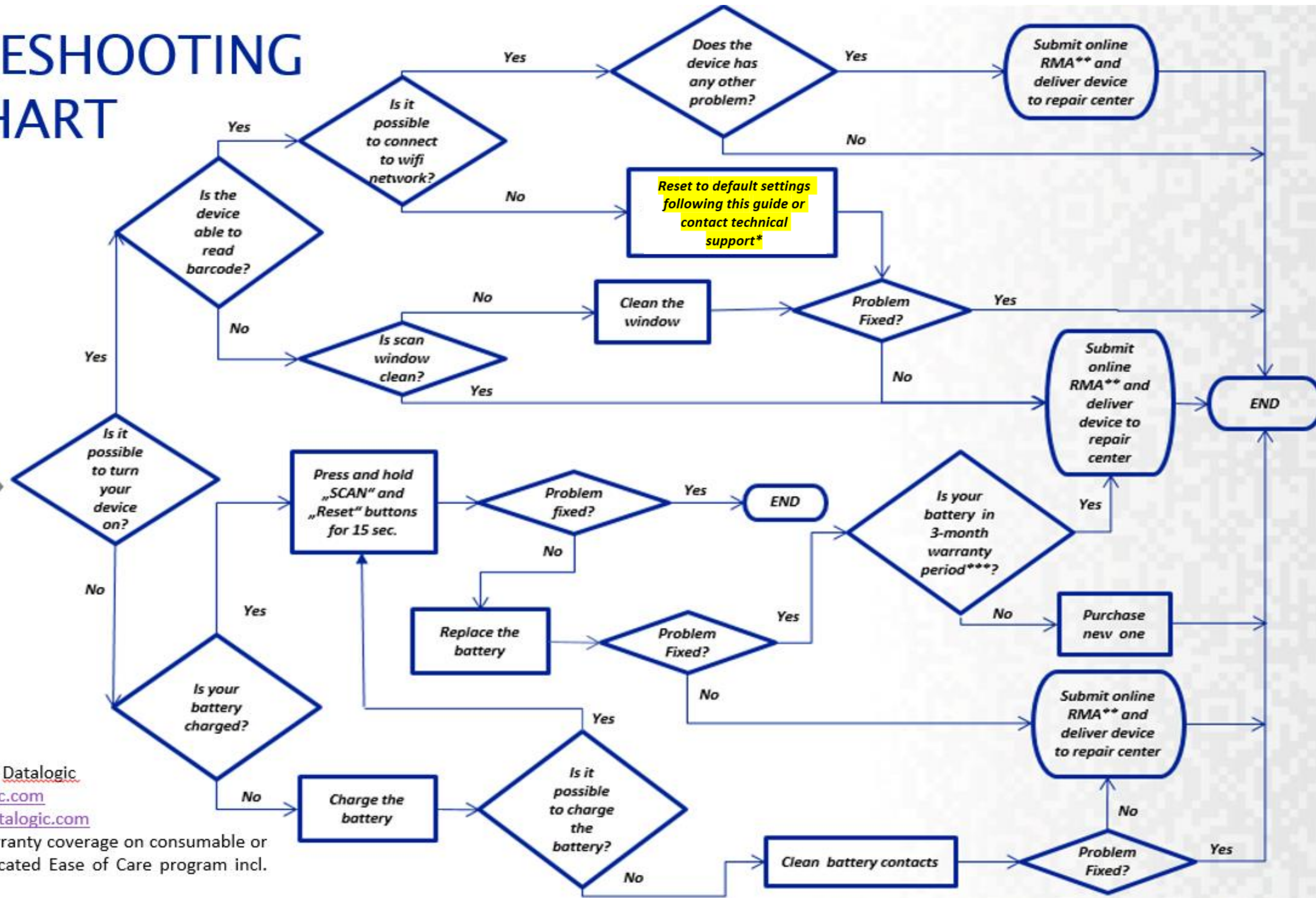
Thank You!



# TROUBLESHOOTING FLOWCHART



MOBILE COMPUTERS



\*If needed, please contact Datalogic technical support via [www.datalogic.com](http://www.datalogic.com)

\*\*OnlineRMA available via [www.datalogic.com](http://www.datalogic.com)

\*\*\*Datalogic provides 3-month warranty coverage on consumable or equivalent unless covered by dedicated Ease of Care program incl. replacement of consumables.

# RESETTING THE DEVICE

## SkorpioX3/X4 Falcon X3/X3+/X4 (Windows)

### Resetting the Terminal

There are several reset methods for the Skorpio X4.

A warm boot terminates an unresponsive application and clears the working RAM, but preserves the file system. The Registry is restored from persistent memory if available or returned to factory default.

A cold boot forces all applications to close, completely reinitializing the system. It clears the working RAM, but the file system is preserved. The Registry is restored from persistent memory.

A clean boot restores the Skorpio X4 to a clean configuration: both the Registry and the file system returns to a clean status that conforms to factory default.

### Warm Boot

To perform a warm boot, press and hold the following keys simultaneously:



### Cold Boot

- To perform a cold boot, do the following steps:
1. Turn off the Skorpio X4 by pressing the ON/OFF Power button.
  2. Pull the battery latch down and remove the battery pack.
  3. Simultaneously press the SCAN key and the Reset button in the battery compartment.
  4. Insert the battery pack.
  5. Turn on the Skorpio X4 by pressing the ON/OFF Power button.

### Clean Boot

- To perform a clean boot, do the following steps:
1. Perform a Cold Boot (see Cold Boot).
  2. Press and hold down the 'Esc' + '0' keys simultaneously, promptly after resetting:



A dialog box will appear asking for confirmation. Press the Enter Key.

	Warm Boot	Cold Boot	Clean Boot
Registry	Restored from flash	Restored from flash	Clean configuration (no user config)
File System	Preserved	Preserved	Clean Installation (no user files)

# RESETTING THE DEVICE

## Skorpio X4, Falcon X4, JoyaTouch, DL-Axist (Android)

### Resetting the Terminal

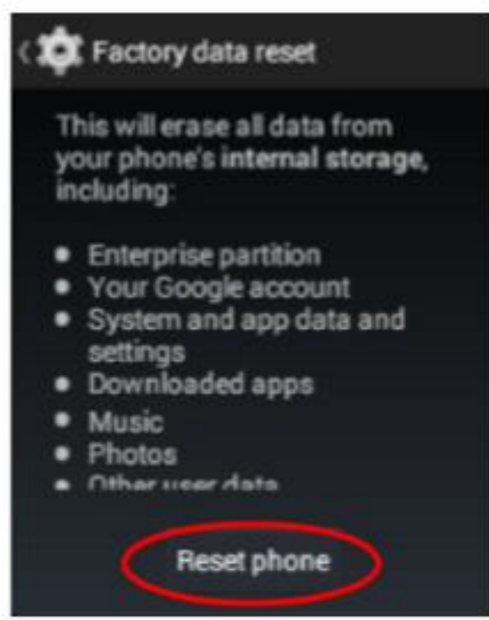
### Configuration Reset

Configuration reset sets the configuration of the device (all its settings) to a known status: the factory status or an enterprise-user-defined status.

### Factory Reset

Brings the device to the default configuration, clearing all the user-customized settings.

1. Tap **Settings > Backup&reset.**
2. Tap **Factory data reset**
3. Tap **Reset phone.**



# RESETTING THE DEVICE

## ELF

### 4.4.4 Resetting the ELF

There are several reset methods for the Elf.

A warm boot terminates an unresponsive application and clears the working RAM, but preserves the file system. Registry is restored from persistent memory if available or returned to factory default.

A cold boot forces all applications to close reinitializing completely the system. It clears the working RAM, but the file system is preserved. Registry is restored from persistent memory.

A **clean boot** restores the Elf to a clean configuration: both the registry and the file system returns to a clean status that conforms to factory default.

#### Warm Boot

To perform a warm boot, press and hold the following keys simultaneously:



#### Cold Boot

To perform a cold boot, do the following steps:

1. Turn off the Elf by pressing the on-off key.
2. Pull the battery latch down and remove the battery pack.
3. Press the reset button.
4. Insert the battery pack.
5. Turn on the Elf by pressing the on-off key.

# RESETTING THE DEVICE

## Lynx

### 4.4.2 Resetting the Lynx

There are several reset methods for the Lynx.

A warm boot terminates an unresponsive application and clears the working RAM, but preserves the file system. Registry is restored from persistent memory if available or returned to factory default.

A cold boot forces all applications to close, completely reinitializing the system. It clears the working RAM, but the file system is preserved. Registry is restored from persistent memory.

A clean boot restores the Lynx to a clean configuration: both the Registry and the file system return to a clean status that conforms to factory default.

#### Warm Boot

To perform a warm boot, press and hold the following keys:



#### Cold Boot

To perform a cold boot, do the following steps:

1. Turn off the Lynx by pressing the on-off key.
2. Slide the battery latch leftward and remove the battery pack.
3. Press the reset button.
4. Insert the battery pack.
5. Turn on the Lynx by pressing the on-off key.

#### Clean Boot

To perform a clean boot, do the following steps:

1. Perform a Warm Boot (see Warm Boot)
2. Before the splash screen appears, press and hold down the 0 and Telephone End keys simultaneously:



A dialog box will appear asking for confirmation. Press the Enter Key to confirm. If you wish to cancel the clean boot, press Esc by pressing Blue + Telephone End.

	Warm Boot	Cold Boot	Clean Boot
Registry	Restored from flash	Restored from flash	Clean configuration (no user config)
File System	Preserved	Preserved	Clean Installation (no user files)

# RESETTING THE DEVICE

## MemorX3

### 4.3.1 Resetting the Memor X3

There are several reset methods for the Memor X3. A warm boot terminates an unresponsive application and clears the working RAM, but preserves both the file system and the registry. A cold boot forces all applications to close and clears working RAM and files not resident on the persistent flash memory. Registry is restored from persistent memory if available or returned to factory default. A clean boot restores the Memor X3 to factory configuration: registry and file system return to factory default.

	Warm Boot	Cold Boot	Clean Boot
Registry	Preserved	Restored from flash (if available)	Factory default
Flash Disk (Backup Folder)	Preserved	Preserved	Clean disk
RAM File System	Preserved	Factory default	Factory default

#### Warm Boot

A warm boot closes all applications, clears the working RAM, but preserves the file system and registry. If an application "hangs" initiate a warm boot to terminate the application. To perform a warm boot, press these keys simultaneously:



#### Cold Boot

A cold boot is a complete reset of the Memor X3 in which all applications are forcibly closed and RAM is completely cleared. Registry is restored from persistent memory if a saved copy is available (see 4.5.7) and RAM file system completely erased. You will lose any applications and data (registry too) which are not stored in persistent flash memory.

A cold boot is necessary when the Windows CE operating system locks up and the warm boot command does not work. To perform a cold boot, press these keys simultaneously:



#### Clean Boot

A clean boot is a cold boot that causes the device to be restored to factory configuration. The Memor X3 will reset to its factory configuration, clear the working RAM and initialize the file system. You will lose any applications and data stored in persistent flash memory. At the next startup the system will ask to recalibrate the touch screen.

To perform a clean boot, follow these steps:

1. Perform a Cold Boot (see Cold Boot).
2. Quickly release all the keys when the screen goes black.
3. Within 1 second press and hold down the Esc and 0 keys until the Clean boot confirmation shows up.
4. Release the Esc and 0 keys.
5. Enter 1 to proceed with the Clean Boot sequence. Enter 0 to cancel the Clean Boot and proceed with a Cold Boot.

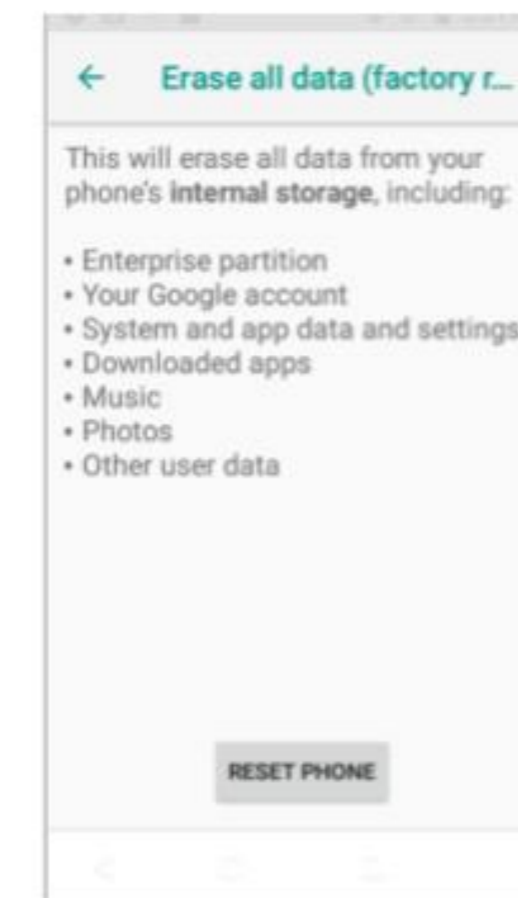
# RESETTING THE DEVICE

## Memor1, Memor10, Memor20

### Factory Reset

Brings the device to the default configuration, clearing all the user-customized settings.

1. Tap **Settings > System > Reset options > Erase all data (factory reset)**.

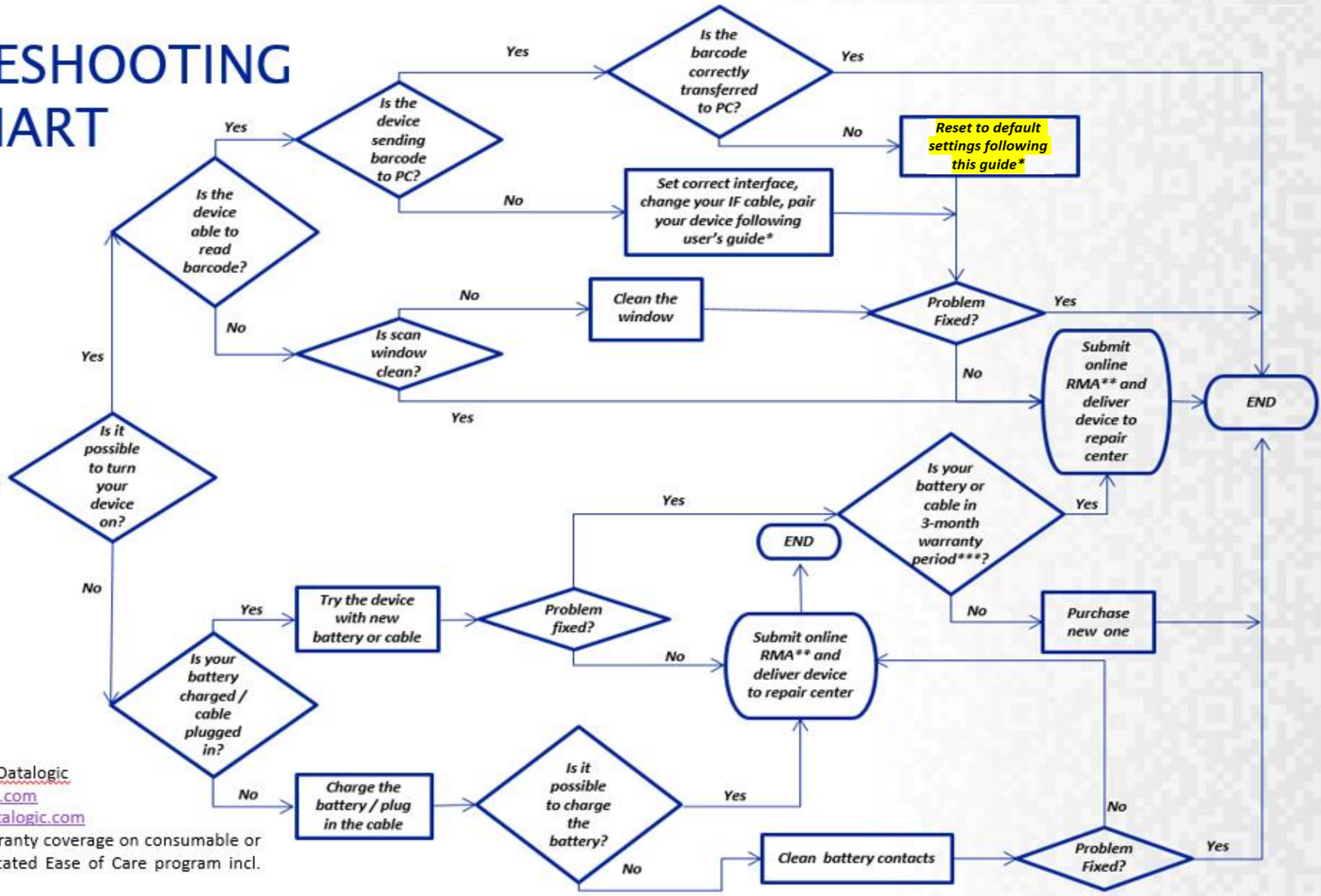


2. Tap **RESET PHONE**.

# TROUBLESHOOTING FLOWCHART



HAND HELD SCANNERS



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# RESETTING THE DEVICE

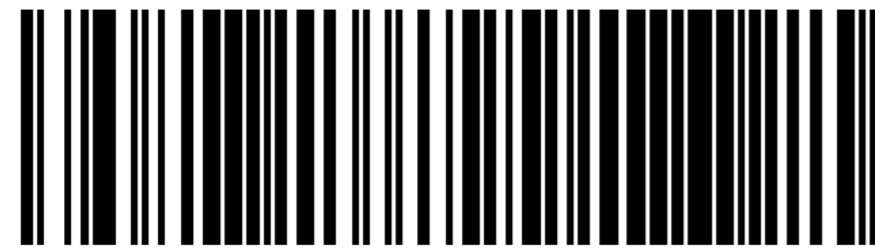
## Gryphon, Quicksan, Touch, Heron

### Restore Custom Defaults

If you aren't sure what programming options are in your imager, or you've changed some options and want to restore the Custom Default Configuration that may have been saved in the scanner, scan the Restore Custom Default Configuration bar code below. This will restore the custom configuration for the currently active interface.



Custom defaults are based on the interface type. Configure the imager for the correct interface before scanning this label.



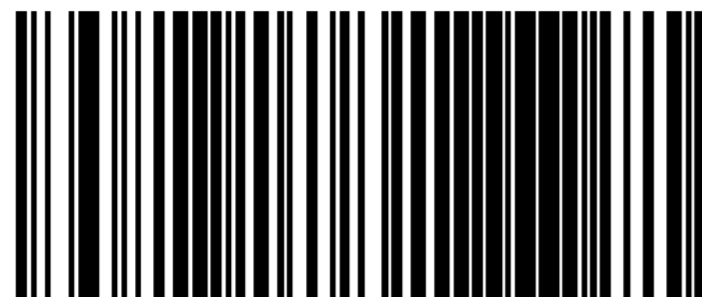
Restore Custom Default Configuration

### Restore Factory Configuration

The "Restore Custom Default Configuration" command above is normally enough to restart the machine from a known status (set in the factory or by the customer via configuration file). The machine is set as it arrived to you from the factory or according to the custom configuration file you loaded afterward.

If you want to **permanently cancel** the setup defined by the configuration file use "Restore Factory Configuration"

The programming items listed in the following sections show the factory default settings for each of the menu commands. If no configuration file has been loaded, the above command restores the factory default.



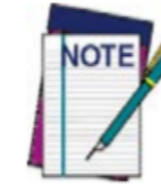
Restore EU Factory Configuration

# RESETTING THE DEVICE

## PowerScan 8300, 8500

### Restore Custom Defaults

If you aren't sure what programming options are in your imager, or you've changed some options and want to restore the Custom Default Configuration that may have been saved in the scanner, scan the Restore Custom Default Configuration bar code below. This will restore the custom configuration for the currently active interface.



Custom defaults are based on the interface type. Configure the imager for the correct interface before scanning this label.

### PowerScan 8300

Restore PowerScan® M8300 Default



### PowerScan 8300 Base Station

Restore BC-80X0 Default



### PowerScan 8500

Restore PowerScan® M8500 Default



### PowerScan 8500 Base Station

Restore BC-80X0 Default

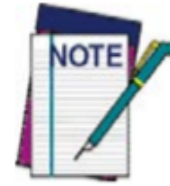


# RESETTING THE DEVICE

## PowerScan 9100, 9300

### Restore Custom Defaults

If you aren't sure what programming options are in your imager, or you've changed some options and want to restore the Custom Default Configuration that may have been saved in the scanner, scan the Restore Custom Default Configuration bar code below. This will restore the custom configuration for the currently active interface.



Custom defaults are based on the interface type. Configure the imager for the correct interface before scanning this label.



Restore Custom Default Configuration

# RESETTING THE DEVICE

## PowerScan 9500

### Restore Custom Defaults

If you aren't sure what programming options are in your imager, or you've changed some options and want to restore the Custom Default Configuration that may have been saved in the scanner, scan the Restore Custom Default Configuration bar code below. This will restore the custom configuration for the currently active interface.



Custom defaults are based on the interface type. Configure the imager for the correct interface before scanning this label.



Restore Custom Default Configuration

### Restore Factory Configuration

The "Restore Custom Default Configuration" command above is normally enough to restart the machine from a known status (set in the factory or by the customer via configuration file). The machine is set as it arrived to you from the factory or according to the custom configuration file you loaded afterward.

If you want to **permanently cancel** the setup defined by the configuration file use "Restore Factory Configuration"

The programming items listed in the following sections show the factory default settings for each of the menu commands. If no configuration file has been loaded, the above command restores the factory default.



Restore EU Factory Configuration



# RESETTING THE DEVICE

## Magellan

### Return to Factory Settings

Scan the bar code below to return the scanner to the default settings configured at the factory for the currently active interface. This bar code is typically used to return the scanner to a “known” operating state when the present programming status is not known, faulty, or suspect.



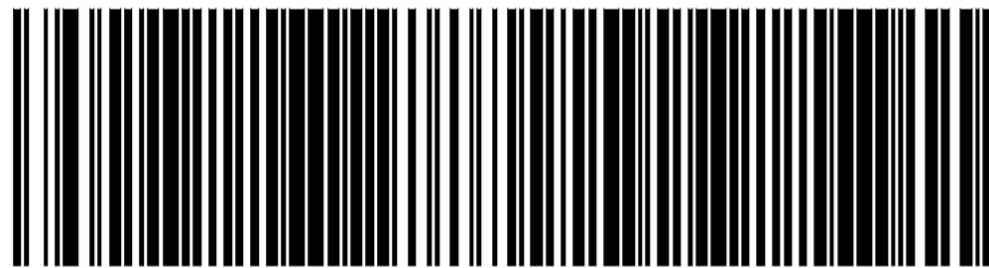
Use this bar code with caution, since it will reset ALL features that may have been programmed since the scanner’s installation.

#### CAUTION



DO NOT scan the Enter/Exit Programming Mode bar code before and after scanning this bar code.

#### NOTE



RETURN TO FACTORY SETTINGS

### Place for Your Notes:

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