

Troubleshooting

Search by Component

Answer the questions to get a solution quickly and easily

Before Start: Check the OS / Firmware version first. [Update your device](#) if it is not latest version.

- *Check Latest Version: Check if the available version is displayed in System > System updates > FOTA tab.*

Q1. Select the type of your device

Android device

Bluetooth scanner

RFID reader

Mobile POS

Legacy (WCE, WEH)

Q2. What feature has a problem?

Power-related features

Wireless features

Scanner

System features

Other features

Q2. What feature has a problem?

Power-related features

Connection

Reading

Q2. What feature has a problem?

Power-related features

Wireless features

Scanner

System features

Printer features

Other features

Q3. Select detailed category of the problem

Booting issue

Charging issue

Other issues

Q3. Select detailed category of the problem

Wi-Fi issue

Bluetooth issue

Mobile data / GPS issue

NFC issue

Q3. Select detailed category of the problem

Button issue

Communication port / SD Card issue

Display / Touch issue

Camera issue

Other issues

Find troubleshooting guide

Common Solutions

- [\[Common\] Cannot boot normally \(Stuck in Android recovery mode\)](#)
- [\[Common\] Cannot turn on the device](#)
- [\[Common\] Device reboots continuously \(or Cannot complete booting\)](#)

Solutions for Specific Models

Content by label

There is no content with the specified labels

Find troubleshooting guide

Common Solutions

- [\[Common\] LED indicator does not turn on during charging](#)
- [\[Common\] Device won't charge to 100%](#)
- [\[Common\] Device won't charge \(using cradle\)](#)
- [\[Common\] Device won't charge \(using power adapter\)](#)

Solutions for Specific Models

Content by label

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Find troubleshooting guide

Common Solutions

- [\[Common\] Battery drains rapidly](#)
- [\[Common\] LED indicator does not turn on during charging](#)

Solutions for Specific Models

Content by label

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Common Solutions

- [\[Common\] Wi-Fi disconnects frequently or Wi-Fi signal is weak](#)
- [\[Common\] Device cannot connect Wi-Fi \(WLAN\)](#)

Solutions for Specific Models

Content by label

There is no content with the specified labels

Find troubleshooting guide

Common Solutions

- [\[Common\] Cannot use GPS](#)
- [\[Common\] Cannot connect Telstra network](#)
- [\[Common\] Cannot OS update using FOTA in mobile network](#)
- [\[Common\] Less accurate GPS location tracking](#)
- [\[Common\] Device cannot connect mobile network \(4G/LTE\)](#)

Solutions for Specific Models

Content by label

There is no content with the specified labels

Find troubleshooting guide

Common Solutions

- [\[Common\] Cannot connect Bluetooth devices](#)
- [\[Common\] Bluetooth disconnects frequently](#)
- [\[Common\] Device cannot search nearby Bluetooth devices](#)

Solutions for Specific Models

Content by label

There is no content with the specified labels

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Common Solutions

- [\[Common\] Device cannot read an NFC tag intermittently](#)
- [\[Common\] Cannot read NFC tag](#)

Solutions for Specific Models

Content by label

There is no content with the specified labels

Find troubleshooting guide

Common Solutions

- [\[Common\] Scanner aimer not responsive](#)

- [\[Common\]](#) Cannot disable USPS-4CB
- [\[Common\]](#) Scanner cannot read barcode
- [\[Common\]](#) Scanner is not responsive

Solutions for Specific Models

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Common Solutions

- [\[Common\]](#) Google lock (FRP) is not activated
- [\[Common\]](#) No software keyboard when using RDP
- [\[Common\]](#) "To start Android, enter your password": Unknown password is required
- [\[Common\]](#) Google lock after factory reset (FRP)
- [\[Common\]](#) Cannot OS update using FOTA in mobile network

Solutions for Specific Models

- [\[PM85\]](#) "Error" displays when updating OS via FOTA
- [\[PM80 Android6\]](#) No file explorer app is installed
- [\[PM30\]](#) Cannot recognize fingerprint

Find troubleshooting guide

Common Solutions

- [\[Common\]](#) Keypad is invisible in dark room
- [\[Common\]](#) Cannot enter a desired key (Keypad Model)
- [\[Common\]](#) Button is not responsive

Solutions for Specific Models

- [\[PM66\]](#) Cannot block home key

Find troubleshooting guide

Common Solutions

- [\[Common\]](#) Device cannot recognize microSD card
- [\[Common\]](#) USB-C connector is not responsive

Solutions for Specific Models

Content by label

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Common Solutions

- [\[Common\]](#) Keypad is invisible in dark room
- [\[Common\]](#) Abnormal touch occurs
- [\[Common\]](#) Touch is not responsive
- [\[Common\]](#) Screen color is abnormal
- [\[Common\]](#) Screen not displayed clearly
- [\[Common\]](#) Stripes or Flickering is observed on the screen

Solutions for Specific Models

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Common Solutions

- [\[Common\]](#) Auto-focus feature is not working
- [\[Common\]](#) Flashlight is not responsive
- [\[Common\]](#) The quality of the taken photo/video is poor
- [\[Common\]](#) Device cannot take photo or video

Solutions for Specific Models

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Common Solutions

- [\[Common\]](#) Cannot change client name in MS RDP
- [\[Common\]](#) Device cannot connect ethernet using ethernet cradle
- [\[Common\]](#) Speaker does not emit sound
- [\[Common\]](#) Microphone cannot record sound

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Solutions for Specific Models

- [\[PM5\]](#) Cannot Connect with Host Device

Find troubleshooting guide

Common Solutions

- [\[PM5\]](#) Scanner is not responsive
- [\[PM5\]](#) Cannot get scan data
- [\[PM3\]](#) Reading count is displayed '0' only
- [\[PM3\]](#) Keep showing MS Office popup on PC
- [\[PM3\]](#) Cannot get scan data

Find troubleshooting guide

Common Solutions

- [\[RFID Readers\]](#) Keeps turning on & off repeatedly
- [\[RFID Readers\]](#) Cannot turn on reader

Solutions for Specific Models

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Common Solutions

- [\[RFID Readers\]](#) Cannot connect with a host devices

Solutions for Specific Models

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Common Solutions

- [\[RFID Readers\] Cannot read RFID tags](#)
- [\[RFID Readers\] Reading does not responsive](#)

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Solutions for Specific Models

- [\[PM500\] Cannot print properly](#)

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- [\[Common\] Cannot turn on the device](#)
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- [\[Common\] Scanner is not responsive](#)

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- [\[Common\] Touch is not responsive](#)
- [\[Common\] Screen color is abnormal](#)
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Common Solutions

- [\[Common\] Device cannot connect ethernet using ethernet cradle](#)

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Common Solutions

- [\[WEH, WCE\] Cannot Wi-Fi roaming between Cisco AP](#)
- [\[Common\] Abnormal touch occurs](#)