Scanner Troubleshooting Tips

- *Scanner does not light up after taken off the base / cradle.*

  Scanner battery is likely not charged. Please charge scanner fully.

  - The workstation needs to remain turned on and the scanner plugged in via a USB port so the scanner will charge overnight. If leaving the workstation turned on is not an option, schools can purchase a USB charger for the scanner.

  If you have completed the steps above, and the scanner is on the base correctly but is still not charging, clean the contacts on the scanner and base.

  - Contacts on the scanner and the base need cleaned to ensure a good connection. Use a soft, dry cloth to clean the product. If the product is very soiled, clean it with a soft cloth moistened with a diluted non-aggressive cleaning solution or diluted ethyl alcohol. CAUTION: Do not use abrasive or aggressive cleansing agents or abrasive pads to clean scan windows, contacts or plastics. Do not spray or pour liquids directly onto the unit.

- *Scanner gives a buzz error sound when scanning barcode.*

  Scan *Unlink* and *Interface USB Keyboard Em.* to re-program the scanner using the Programming Guide posted on the HIDOE Support site.

- *Unable to scan older barcodes.*

  If your scanner is unable to read the older barcodes, refer to the Programming Guide posted on the HIDOE Support site to scan the "*Follett 2 of 5 = Enable"* to read the Follett Classic barcodes.

- *Receiving USB device has malfunctioned error.*

  Contact TLC Support for assistance.

- *Getting an error when trying to pair scanner to workstation, laptop, MacBook or tablets*

  When scanner is connected via USB: Scan *Unlink* and *Interface USB Keyboard Em.* to pair the scanner with the base unit before connecting to your device using the Programming Guide posted on the HIDOE Support site. For tablets, refer to the Bluetooth Programming Guide posted on the HIDOE Support site.

- *Scanner does not scan. It just beeps. Although the scanner is fully charged, it still will not scan.*

  Scan *Unlink* and *Interface USB Keyboard Em.* to re-program the scanner using the Programming Guide posted on the HIDOE Support site.

- *When scanning items into Staff, user has to hit enter or click check in before the item is entered.*

  Scan *Enable Carriage Return* using the Programming Guide posted on the HIDOE Support site.