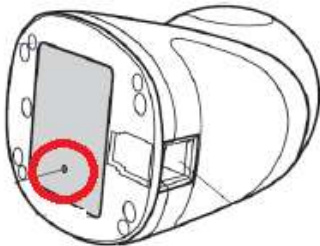# FAQ

INSTRUCTIONS TO RESET THE SCANNER FROM THE USB-OEM MODE

Follow the instructions below in case the OEM USB programming bar code has been accidentally read from the manual, or in case the reader is blocked with a flashing green LED and no reading beam, even after holding the trigger for 5-10 seconds.

- Download and install from Datalogic website:
  - the Aladdin software (https://cdn.datalogic.com/Download?iddwnfile=28711)
  - the driver "driver v 6.3.2" (https://cdn.datalogic.com/Download?iddwnfile=22082)

- Open Aladdin
- Go to the menu Tools > Force device connection
- Make sure that the USB cable of the scanner/base is disconnected from the pc
- While holding the button on the base (for wireless models) or the trigger (for corded models), connect the USB cable to the computer
  NB: for Cobalto models and Quickscan and RIDA DBT 6400 bases, it will be necessary to press, with a paper clip, the button hidden under the base (see image here below)

- When the dialogue window changes to "USB HID", click on "connect"
- In the blue column that appears, locate "interface selection", choose "USB KBD" and click on "write configuration" (see screenshot here below)

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