HandScanner Issues

KB0010132

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Application/Hardware	**Hand Scanners**
Issue Description	Scanners issue
Ticket Categorization	**Request Type : Incident** **Category:** Hardware/Till **Sub Category:** HandScanner **Item:** Datalogic QD2430/ Welch Allyn IT3800
Next level escalation	**Next Line Resolver Group:** DCG - KNOWHOW Eclipse

Issue Description:

Scanner not detected

Procedure:

- Ensure the scanner is plugged into the correct port on the USB hub or into the back of the base unit in profile F/G tills
- Attempt to wake up the scanner by continuously pressing the scanner trigger. If after 1 minute this is not successful remove and reconnect the scanner's USB connection
- Restart the till, before logging into windows keep pressing the scanner trigger until it beeps (this should take no more than 1 minute)
  Be aware that there may be a scanner message under the eclipse box that needs closing before logging into Eclipse if the scanner has previously not been detected after logging into Eclipse

Issue Description:

Scanner lights up but will not scan barcodes.

Procedure:

- Reset the scanner using the appropriate universal HID code for the model of scanner you have
- Replace the scanner

Issue Description:

Scanner curly USB lead becomes dislodged at the scanner end and will not stay plugged in when attempting to reseat the cable

Procedure:

- Locking tab on the Hand Scanner lead has become worn, replace Hand Scanner as the lead is not available as a spare part in the field

Service Now Template:

DX - Hand scanner