

## Small Tool Tracking Scanner Troubleshooting

1. Did you unknowingly scan either the LDS scanner programming guide or the Symbol Quick Start Guide (the scanner came programmed & you did not need to do this)?
  - a. If yes, go to step 6 to reprogram.
  - b. If no, go to question 2.
  
2. Is your USB cord plugged into PC? Is the data cord pushed all the way into the base of the scanner (it clicks when it locks in)?
  - a. If yes, go to question 3.
  - b. If no, correct this & try scanning a barcode.
  
3. Did you change the Bar-coding Begin & End numbers? To confirm Click on File, System Set Up; Barcode Begin should be 1 and End should be 2?
  - a. If yes, change the begin and end numbers back to 1 & 2. 2<sup>nd</sup> close out ST. 3<sup>rd</sup> try scanning a barcode.
  - b. If no, go to question 4.
  
4. Does the scanner read the label number & show it in WordPad? Click on Start, All Programs, Accessories, & open WordPad. Scan a label;
  - a. If yes, go to step 5.
  - b. If no, 1<sup>st</sup> re-check steps 1 & 2. If the WordPad test still does not work, go to step 6 and complete steps 6a & 6b.
  
5. Have you typed or scanned the barcode number correctly into the Master List? You must not have any spaces in the barcode field under Master List.
  - a. If yes, go to step 6 to reprogram.
  - b. If no, correct this & try scanning a barcode.
  
6. How to Reprogram Scanner:
  - a. Using the Symbol Quick Start Guide scan the 'Set Defaults' barcode 1<sup>st</sup>. 2<sup>nd</sup> scan the 'USB Host Types' barcode.
  - b. Scan the barcode on the base of the scanner.
  - c. Follow the LDS scanner programming guide.