

TROUBLESHOOTING AND SUPPORT

PROBLEM:

The scanner turns on, but either is not paired, or does not send data to the tablet

SOLUTION:

1. Charge the scanner (see CHARGING THE TABLET AND SCANNER)
2. Reset the Scanner
 - a. Scan the ENTER SETUP barcode
 - b. Scan the FACTORY RESET barcode
 - c. Restart the scanner
 - d. Repeat once
3. Pair the scanner with the tablet
 - a. Un-pair scanner in bluetooth settings (if paired)
 - b. Scan the ENTER SETUP barcode
 - c. Scan ONE-CLICK ANDROID barcode
 - d. Scan EXIT WITH SAVE barcode
 - e. Restart the scanner
 - f. Turn on Bluetooth on the tablet
 - g. Scan for devices
 - h. Select the scanner (CT #)
 - i. Enter PIN 10010
 - j. Restart the scanner
 - k. Connect
4. Check Ordering App Settings
 - a. GO TO MAIN MENU – SETTINGS – SCANNER
 - b. Type should be: BT/USB



Enter Setup



FactoryReset



One-click Android connection Setup



Exit with Save

