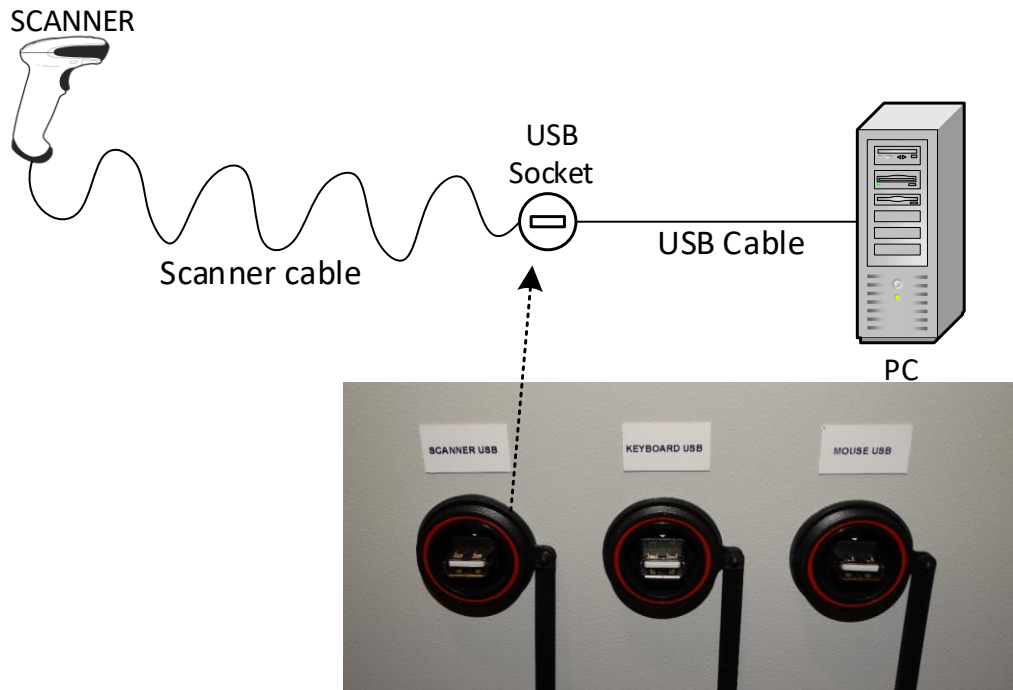




Scanner troubleshooting

A typical scanner configuration, within Microplan test benches, is shown in the following schematic. If you're having problems with the scanner, below troubleshooting might help.



Possible reason	Possible solution
PC USB port problem	<ul style="list-style-type: none"> • Plug USB cable into a different USB port of the PC, better a rear port, if available • Replace USB cable, keep it as short as possible
USB socket problem	<ul style="list-style-type: none"> • Plug scanner cable into a different USB socket • Plug keyboard into the USB socket labelled Scanner and type some characters to make sure it works • By-pass USB socket and plug scanner cable directly into a PC USB port
Scanner problem	<ul style="list-style-type: none"> • Make sure scanner cable is properly inserted • Inspect scanner cable for wear, signs of damage • Use another scanner, if available • Check scanner trigger works • Clean scanner window • Replace scanner coiled cable with a straight cable, if available
Barcode problem	<ul style="list-style-type: none"> • Check that the barcode type is compatible with the scanner configuration • Check that the barcode is printed properly