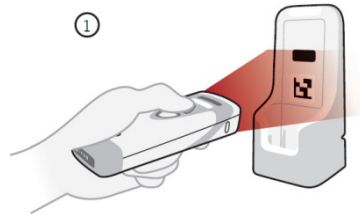
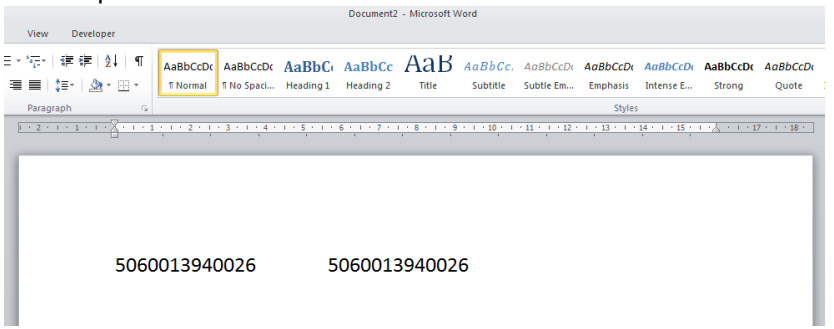
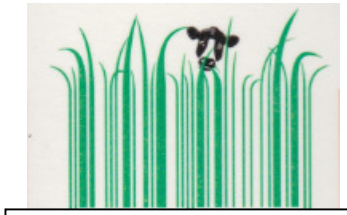
Scanners Troubleshooting Guide

Problem	Description	Solution
Code reader does not appear to be reading your barcodes	a. If your reader beeps, vibrates, or flashes the "good read" LED when you attempt to scan a barcode, but no data appears in your application.	1. Confirm that the reader is wirelessly connected or synched to the modem/charger base by scanning the QuickConnect QR Code on the modem/charger mountable base. 2. Open Microsoft Word 3. Scan the random barcode provided as a test. Scan it twice. 4. If the scanner is working correctly, Microsoft Word will display the barcode twice (see image below). N.B. There should be a space between 2 barcode numbers.   5. If the barcode displays, this confirms the scanner is working correctly. Please try scanning on iClip again.
	 Can you guess what this random barcode is?	
	b. If your reader just flashes continuously while trying to scan without any feedback (beep, vibration, good read LED)	• Hold your reader 3 to 5 inches away from the barcode at a slight angle for optimal reading conditions. • Try cleaning the front window of the reader with a microfiber cloth or slightly moistened tissue. Using anything else could potentially damage the front window. • Barcode quality and color will also affect ability to scan - Print a new patient's wrist band
WOW scanner has no power	No blue (Bluetooth) and green (Charging) lights appearing in the modem/charger base	Make sure the modem/charger base is plugged into a working USB port on your computer by calling IT Helpdesk Ext. 3456 or ICLIP Clinical Champion Users Ext. 5065 or Bleep 9911 to open the WOW front compartment.

<table>
<tr><td>I misplaced my scanner</td><td>Using the paginging function we can locate the scanner</td><td>Press the PAGE button in the modem/charger base.

The scanner beeps, vibrates, and the LED flashes.

This works upto a maximum distance of approximately 8 metres.
 </td></tr>
<tr><td>I want to disable/enable the Red LED light motion detection function.

Note: Scanning is more efficient and easier if Motion Detection is enabled.</td><td>When the Motion Detection is disabled, the Red LED light is not visible under the scanner when mounted in the charger base.

For clinical reason, the recommended setting for NICU is Disable Motion Detection Function.</td><td>Ensure that the scanner is synched wirelessly to the modem/charger base.
Scan one of the Data Matrix QR Code below to either:

M10373 01
Enable Motion Detection Function

M10374 02
Disable Motion Detection Function</td></tr>
<tr><td>I want to turn off the beep function.

I want to turn off the beep and vibrate function.</td><td>Turning off the off the beep function is very useful in a quiet environment esp. at night by using the Night Code.

Turning off the beep and vibrate function is useful in Paediatric wards.</td><td>
Day Code:
Blue Aiming On / Vibrate Off / Beep On

Night Code:
Blue Aiming On / Vibrate On / Beep Off

Pediatric Day Code:
Blue Aiming Off / Vibrate Off / Beep On

Pediatric Night Code:
Blue Aiming Off / Vibrate On / Beep Off
 </td></tr>
<tr><td>I want to turn on all the functions - blue aiming,vibrate, and beep</td><td>Scan this barcode to return your scanner to the default settings.</td><td>
Day and Night Codes Combined:
Blue Aiming On / Vibrate On / Beep On
 </td></tr>
<tr><td colspan="3">For unresolved scanner issues: Log a call through IT Self Service Portal -OR- Call IT Helpdesk Ext. 3456 -OR- Contact an iCLIP Clinical Champion on Bleep 9911</td></tr>
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