

## Baracoda Scanners

*First diagnostic process  
before any RMA requirement*

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## SUMMARY

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## Revision History

Changes to the original manual are listed below.

<b>Document</b>	<b>Date</b>	<b>Description</b>
1.0	10 <sup>th</sup> Feb. 2011	Initial release
1.1	10 <sup>th</sup> Feb. 2011	Text and format fixes

## Introduction

This document aims to detail the minimum test procedure that should be applied to Baracoda Scanners before starting any RMA process.

Baracoda advises its partners to follow this procedure to identify issues on the scanner and prevent 'no default found' return causes.

After all tests, if you still have an issue with the device, please use our RMA form to contact Baracoda Technical Support team and receive an RMA number:

### **RMA FORM**

<http://www.baracoda.com/baracoda/support/rma-request.html>

## 1. Switching on the reader

Remember to fully charge the battery before first use.  
In order to switch on the scanner, please press the trigger button.

The scanner will switch off after a period of inactivity. The default time period is ten (10) minutes of scanner inactivity if the device is not connected via Bluetooth, and twenty (20) minutes of scanner inactivity if the device is connected via Bluetooth and the user doesn't press the trigger button. These default values can be modified by the end user.

### If the scanner does not switch ON, possible causes are:

- ⇒ The battery is not correctly connected/plugged
- ⇒ The scanner battery is not charged.
  1. Plug PSU (5V – centering + ) with ammeter in the jack connector, and check that the relevant LED is green on and red blinking.
  2. The current value should be
    - ~310mA (+/- 30mA) for BaracodaPencil2 ; D-Fly (cf. Fig 5)
    - ~500mA (+/- 50mA) for RoadRunners; RoadRunners Evolution; TagRunners ; DualRunners



Fig 5. Charging current checking

3. Recharge the battery during ~2h (the LED will become green)
4. Unplug the PSU
5. Scan the RESET DEFAULT SETTINGS barcode:



Reset factory defaults

## 2. Bluetooth detection

When the scanner is turned on, it is automatically configured to be detected by a terminal.

**If the scanner is not detected via Bluetooth, possible causes are:**

1. **If the relevant LED is flashing in red, the battery level is low.** Please recharge the battery.
2. **The reader is not always detectable after full battery recharge.**  
Note: If the LED is blinking twice fast (e.g. **\*\*pause\*\*pause\*\*...**) ; that means that the device is already connected to a Bluetooth device.  
⇒ In all cases, reset the scanner by scanning the RESET DEFAULT SETTINGS barcode.



3. **If still there is no Bluetooth detection,** check that the host terminal can detect other Bluetooth devices.

### 3. Bluetooth connection

When the scanner is turned on and detected, it is ready to be connected from the terminal.

**If the scanner doesn't connect, possible causes are:**

1. **If the relevant LED is flashing in red, the battery level is low.** Please recharge the battery.
2. **If the LED is blinking twice fast (e.g. **\*\*pause\*\*pause\*\*...**), the reader is already connected to a (another) Bluetooth device.**  
⇒ Reset the scanner by scanning the RESET DEFAULT SETTINGS barcode.



3. **If the LED is blinking once, but still no connection possible.**  
⇒ Reset the scanner by scanning the RESET DEFAULT SETTINGS barcode.



4. **Host terminal requires a Bluetooth PIN code at first connection attempt, but refuses the entered code.**

The default Bluetooth PIN code is the following: **0000**. If it has been modified by the user, reset the scanner by scanning the RESET DEFAULT SETTINGS barcode to restore the default BT PIN code.



5. **If all previous tests are not conclusive, a connection test with a USB Plug&Scan dongle can be relevant.**

Simply scan the '*connect barcode*' (label); in response the scanner should generate a beep (barcode captured) and the connection should be launched. LED should blink twice and scanned barcodes should appear in the active application window (where the focus is).

⇒ Reset the scanner by scanning the RESET DEFAULT SETTINGS barcode.



## 4. Data capture

The scanner is now connected to the host terminal. By default, the Trigger mode is enabled, which requires the user to press the trigger button to activate the beam (or RFID antenna).

**If the scanner does not scan any barcode (or RFID TagID), possible causes are:**

1. **The beam appears when the Trigger button is pressed but there is no scan (beep).**
  - ⇒ Check that the barcode is 'visible' (that is readable - in good condition), and check that this symbology (or RFID protocol) is supported by the scanner.
  - ⇒ Particularly important for 2D barcode scanners: scan the 2D barcode '*reset decoder settings*' that can be found in the 'readme' document associated with the scanner firmware.
2. **No beam when the Trigger button is pressed and the LED is blinking in orange.**
  - ⇒ The scanner is set in the "Real Time with No Data Loss mode" but with no buffering (buffer size limited to 0) and is not connected to the Terminal. In this particular situation the trigger button will not activate the beam; it will be impossible to read barcodes in this mode.
  - ➔ Scan the RESET DEFAULT SETTINGS barcode



3. **The beam appears when the Trigger button is pressed, scan is OK, but no data is received in the application.**
  - ⇒ Check that the LED is flashing in green and not in orange (if the batch mode is supported by the reader). If the LED is flashing in orange, the batch mode is activated instead of the Real Time mode. The scanned barcodes are buffered in Batch memory and awaiting an upload command.
  - ➔ Scan the RESET DEFAULT SETTINGS barcode



4. **The beam appears when the Trigger button is pressed, but there is no scan. During a scan, the led flashes red and emits the wrong beep.**
  - ⇒ The scanner is not connected because out of Bluetooth range and the No Data Loss mode (for buffering) is not enabled.
  - ➔ Scan the RESET DEFAULT SETTINGS barcode



*Note:* if the batch mode is supported by the reader, this MMI event can also mean that the scanner is in batch mode and the scanner memory is full.