



TROUBLESHOOTING

SITUATION: DEVICE DOES NOT WORK

1. Check, if all **requirements** for successful scanning are met:

- ✓ **Scanner and Gateway / Access Point / mobile device are connected** (Pairing Barcode on Gateway / Access Point was scanned / BLE HID Pairing Barcode was scanned and scanner is connected to the end device)
- ✓ **All devices are within reach of each other** (between scanner and Gateway / Access Point < 30m / between scanner and end device via BLE HID < 10m)
- ✓ **All cables for Gateway / Access Point / Charging Station are correctly plugged in**
- ✓ **Scanner is charged and Gateway / Access Point / Charging Station is supplied with power**
- ✓ **Scanner / Gateway is updated to the latest firmware** (can be found here: insight.proglove.com > Resources > Downloads)

2. **Cross-check: identification of the defective device:**

- ✓ **For scanner:** test with different wearables, use different connectivity devices, test different charging stations/charging trays
- ✓ **For connectivity device:** connect to different end devices, test different scanners
- ✓ **For charging station:** check different scanners in the charging trays

SCANNER

There are several options when the scanner is not working:



→ **Hard Reset**

1. Put the scanner in the Wearable
2. Hold the trigger pressed for about 15 seconds
3. Release the trigger. Press the trigger again for about 2 seconds to reactivate the scanner.

→ **Factory Reset Barcode**

To reset the device to factory settings.



Scanner



NOTE

All configurations are deleted when resetting!

→ **Clean the lens of the scanner**

Dirt on the lens can lead to barcodes not being captured. More information on proper cleaning can be found [here](#).

CONNECTIVITY DEVICE

There are several options when the connectivity device is not working:



→ **Factory Reset Barcode**

To reset the connectivity device to factory settings.

1. Pair the scanner with the connectivity device: scan pairing barcode
2. Scan Factory Reset barcode:



Gateway



Access Point

4. **Identify the problem:** What is the defect? For example: no data is transmitted, the LEDs do not work or there is no reaction when triggered, etc.

5. **Check serial number** (is located on the label attached on the back)

6. Reach out to the ProGlove support via **email: support@proglove.com** with information about a description of the defect as detailed as possible (from step 4) and the serial number of the defective device (from step 5)