



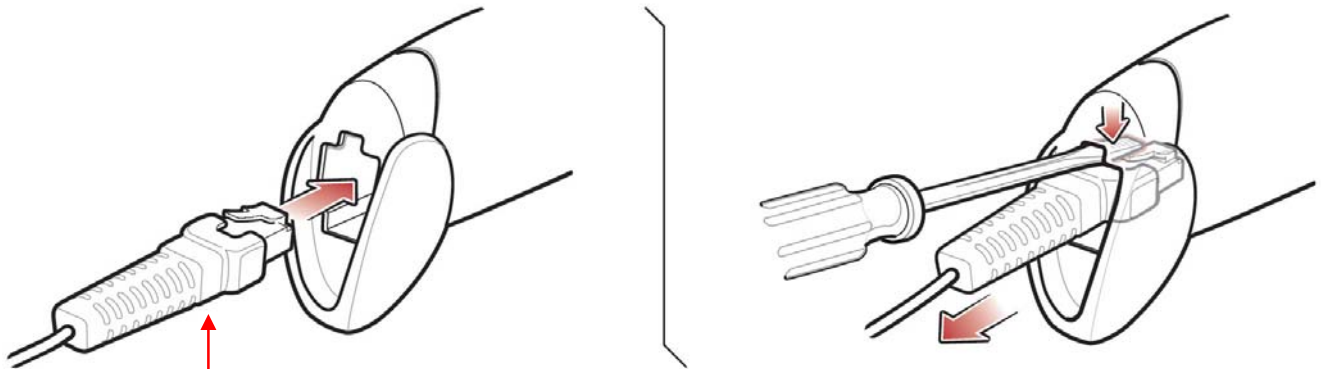
## How to Troubleshoot the Barcode Reader

When you scan a visitor badge you should see an ‘Arrival’, ‘Departure’, ‘Badge Has Expired’, or ‘Invalid Starting Character’ message. If you do not see any of these messages there are a few things to check.

1. Check that the barcode reader is powered on. You should see a red laser / light coming out of the front of the barcode reader. You should also see a green light displayed on the top of the barcode reader along with an audible beep every time you scan a barcode.

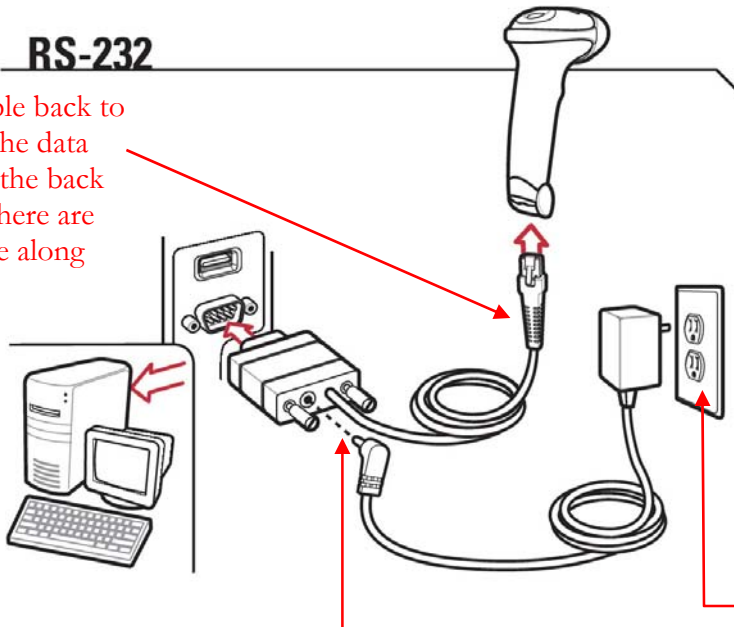


- a. If you have power to your unit skip to step 2. If you do not have power trace the issue back from the outlet to your unit using the diagram below.



**RS-232**

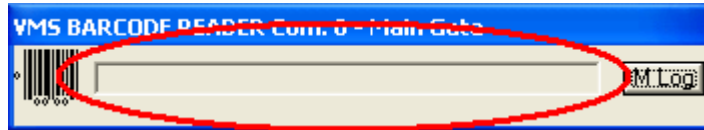
3.) Trace the data cable back to the unit. Verify that the data cable is plugged into the back of the unit and that there are no breaks in the cable along the way.



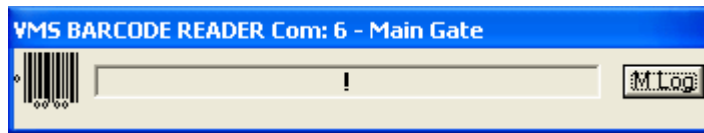
2.) Trace the power cable back to the RS-232 connector. Verify that the power cable is plugged into the back of the RS-232 connector and that there are no breaks in the cable along the way.

1.) Verify that your outlet works by plugging something else into it.

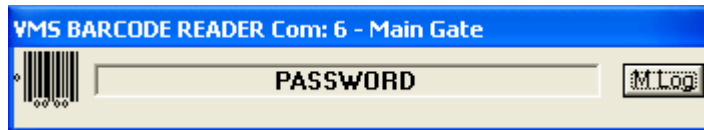
2. Reset the com port in the barcode reader software.
  - a. To do this start the barcode reader program.
  - b. Click in the box where you would normally see 'Arrival' or 'Departure'.



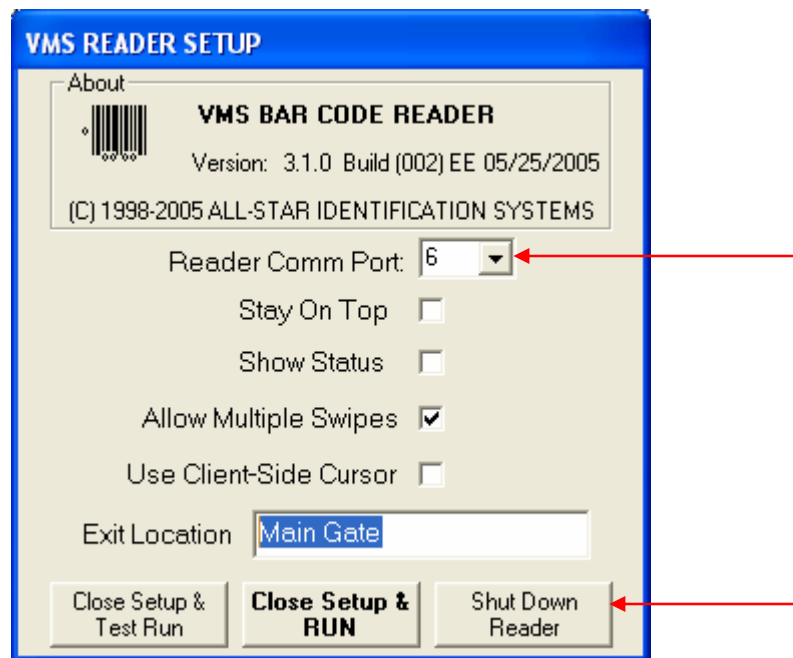
- c. Type an exclamation point by holding shift and pressing the 1 key. An exclamation point will appear on the panel to the right of the bar code icon.



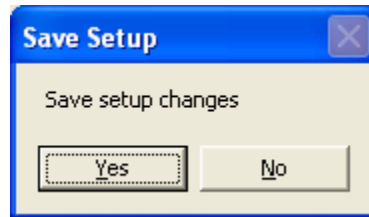
- d. Click on the exclamation point and the word 'Password' will appear.



- e. Type in the letters "asd" (no quotes, case sensitive) on the keyboard. The Barcode Reader configuration screen (see below) will appear.



- f. Set the 'Reader Comm Port' to something other than what it is currently set to. For example, the picture shows the com port set to 6. Set it to com port 1, then click on 'Shut Down Reader'.
- g. Click 'Yes' when asked to Save setup changes.



- h. Now, go back into the barcode reader setup and set it back to the correct com port and save & exit. Startup the barcode reader program and test by scanning a Visitor Watch badge.