



L-TRON SCANNER

QUICK-START GUIDE

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GENERAL TROUBLESHOOTING:

01 //

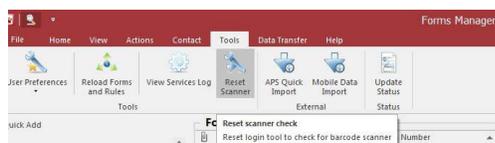
MY SCANNER WON'T TURN ON

1. You'll know your scanner is not properly receiving power when the LED lights near the scan head don't illuminate when you press the scan button. Try these troubleshooting steps to correct it.
 1. Ensure the USB cable is plugged snugly into the USB port on the computer dock.
 2. Ensure the Computer dock has power by verifying the computer shows it's charging.
 3. Move the USB cable from the dock USB port to a USB port on the side of the computer. If the scanner begins working you most likely have a dock or dock-power issue. If the scanner does not work, contact Keltek to check the warranty on the scanner.

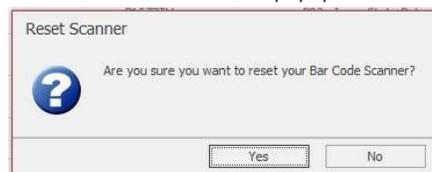
02 //

MY SCANNER WON'T SCAN INTO TRACS

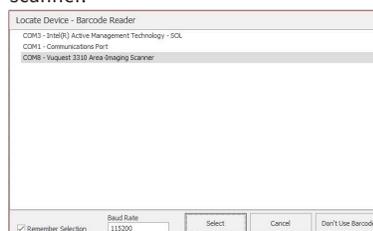
1. If the user's barcode scanner doesn't input any data into TraCs, then TraCs has most likely has not properly established a connection with the scanner. You will know that TraCs is communicating with the scanner because the scanner will beep when TraCs is first started up. If you have verified that your scanner is properly illuminating when the scan button is pressed, but you are still not getting data into TraCS, try these steps:
 1. Open TraCS and login as normal.
 2. Once TraCS is open, click the tools menu.
 3. Select the Reset Scanner button.



4. Click Yes on the confirmation popup.



5. This will clear all previously saved information for the scanner.
6. A popup window will appear and request that you reselect the Vuquest scanner.



7. Click the scanner and click Select.
8. This should now allow information to flow from that scanner to the forms.

03 //

MY SCANNER IS INSERTING CHARACTER INTO MY FORMS

Sometimes a scanner begins inserting what seems to be random characters into the Drivers License fields in TraCs. To correct this issue, restore the scanner to factory defaults using the following process.

1. Navigate the user's computer to www.l-tron.com/support/downloads
2. Click the Quick Start Guide under the General Support section.
3. This opens a PDF with several barcodes on it. Have the user scan the "Return to Factory Default" barcode straight from the screen. This will force the scanner to integrate only with TraCs and input the values correctly.



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KELTEK INCORPORATED

**THANK YOU FOR
THE BUSINESS.**



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SERVICE

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