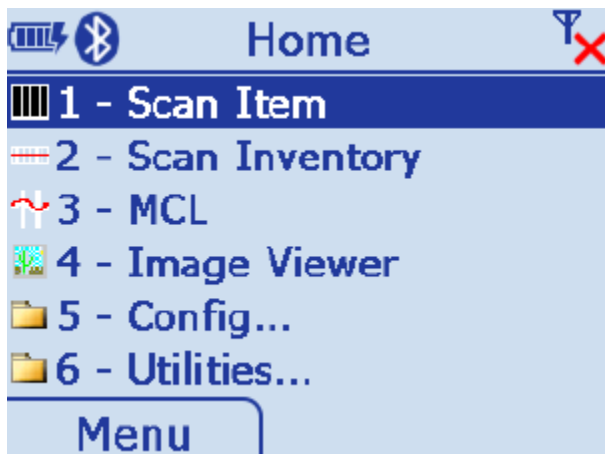


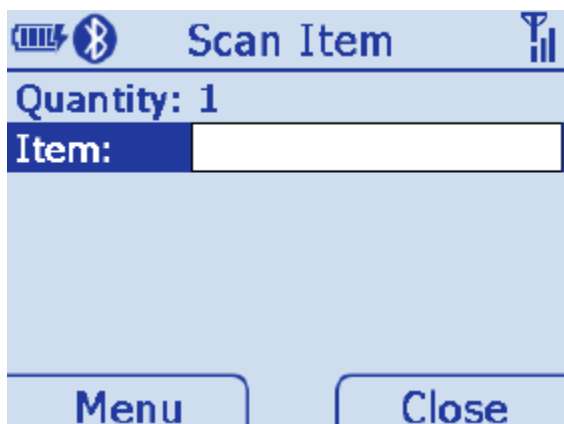
Troubleshooting MT2000 Scanners

If the scanned item does not appear on the RTPro screen, do as follow:

1. Pair the scanner by scanning the barcode that is on top of the scanner base (cradle).
2. If it is still not working, you need to reprogram the scanner as follow:
 - A. From the main scanner screen select **1 Scan Item**.



The scanner will prompt



- B. Scan the following 5 barcodes in the order they appear below. If you can't scan them from this document, then scan them from copy of the Quick Start Guide which came with your scanner.

B1.



HID KEYBOARD EMULATION

B2.



CRADLE HOST

B3.



SCAN OPTIONS

B4.



<DATA><SUFFIX>

B5.

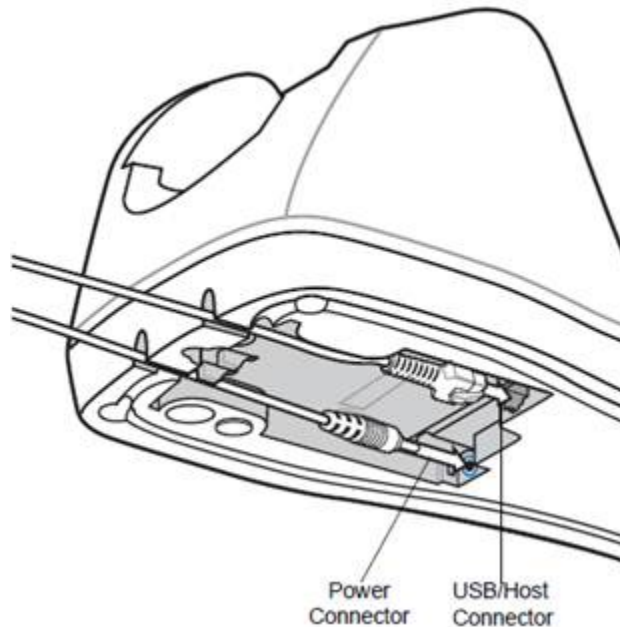


ENTER

C. Now pair the scanner by scanning the barcode that is on top of the scanner base.

3. If the scanner is still not working, then

- unplug the 2 cables on the base.
- Plug in the USB/HOST Connector
- plug in the Power Connector



4. If you are still having issues, then Cold boot the scanner

To perform a cold boot press and hold  and the scan trigger simultaneously for 10 seconds. During a cold boot the following two items display as text on the screen:

- IPL
- OS.

Then perform all the steps described in section 2 above to reprogram the scanner.