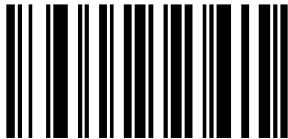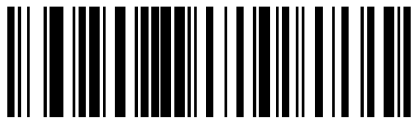# Troubleshooting Symbol/Motorola P360/P460 Scanner

If the scanned item does not appear on the RTPro screen, do as follow:
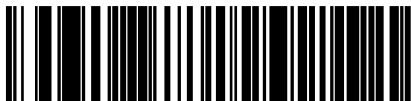
1. Pair the scanner by scanning the barcode that is on top of the scanner base (cradle).

2. If this doesn't resolve the issue, then unplug the cables on the bottom of the base. Plug in the connector to base and then connect the power.

3. If it is still not working, you need to reprogram the scanner by scanning all the 13 barcodes in this page and the next page in order they appear here.

Enter System Menu Bar Code

Set Synapse USB Defaults

HID Keyboard Emulation

RESET SCANNER

After these steps are done, then Pair the scanner by scanning the barcode that is on top of the scanner base (cradle).