

How To: Barcode Troubleshooting

The barcode system may not always function or communicate correctly in your shop environment. Here are a few troubleshooting hints on how to get your barcode system up and running again.

TNET Controller Not Communicating

1. Verify that the lights L1-L6 are on correctly
 - a. L2 and L3 solid and L5 should be flashing
 - b. L5 should be flashing

RESOLUTION 1

Exit the barcode scanning and unplug the TNET controller and wait 10 seconds. Plug the TNET controller back in and see what lights are flashing.

RESOLUTION 2

Exit the barcode scanning and unplug the TNET controller and wait 10 seconds. On the side of the TNET where the ports are listed there is a little hole. Push this hold in with a sharp pin and while this is pushed in plug the barcode power back in. Once plugged in you can stop holding down the hard reset button.

RESOLUTION 3

You may need your terminal repaired please contact ComputerWise at the end of this document.

2. Verify the port lights are on correctly
 - a. The port lights should be solid for each cat 5 cable connected.
 - b. L5 should be flashing

RESOLUTION 1

Verify the cables are good and plugged into either the TNET Line driver or the TT5 keypads

RESOLUTION 2

Make sure there is power connected to the TT5 and the CAT 5 cable is connected properly.

RESOLUTION 3

Make sure the TT5 keypads each have the device number correctly identified. You should setup the parameters according to the following rules. To access the parameter setup hit the keys BLUE , RED , BLUE which should bring up the configuration screen. Set each of the configurations to the following

```
SR1=00000010
SR2=10011010
SR3=00000000
SR4=10100000
SR5=10000000
OPERATING MODE=003
CONTRAST=004
UNIT ADDRESS=050 (Unique # for each device)
COLUMNS=024
OPTIONS=000
```

RESOLUTION 4

Make sure the TT5 keypads each have their own unique ID and no ID is duplicated.

3. Verify using TIM1BUP.EXE program

RESOLUTION 1

There is an application called TIM1BUP.EXE which is in your VFTW or MIETRAK root directory. Run this program by double clicking on the executable.

1. Click 'Setup COM Port Configuration' from the main menu
 2. Set to COM1 and save
 3. Select 'Edit TIM1B Setup Registers' from the main menu
 4. Select 'RETRIEVE'
 - a. If no errors continue
 - b. If there is an error go to step 1 and set the communication port to 2 and try again.
 - c. If this does not work replace your cable and possibly try on another computer in case your COM port failed.
 5. If TIM1BUP works then make sure your COM port when you start SCANVIS is setup correctly. After changing the COM port on SCANVIS you must exit the program and restart.
 6. If you are still having problems you may need your terminal repaired please contact ComputerWise at the end of this document.
4. Switch the TNET Controller to another computer and try.

RESOLUTION 1

You may need your terminal repaired please contact ComputerWise at the end of this document.

TT5 Terminal is not Scanning

1. Barcode Computer does not show my device listed

RESOLUTION 1

Make sure the TT5 keypads each have the device number correctly identified. You should setup the parameters according to the following rules. To access the parameter setup hit the keys BLUE , RED , BLUE which should bring up the configuration screen. Set each of the configurations to the following

```
SR1=00000010
SR2=10011010
SR3=00000000
SR4=10100000
SR5=10000000
OPERATING MODE=003
CONTRAST=004
UNIT ADDRESS=050 (Unique # for each device)
COLUMNS=024
OPTIONS=000
```

RESOLUTION 2

Make sure there is power connected to the TT5 and the CAT 5 cable is connected properly.

RESOLUTION 3

Move the TT5 keypad to another power source and CAT5 cable that is actually working. Test the TT5 on that drop and see if it works. If it works then the cable or power is bad at the other location. If it does not work the terminal is bad and you should contact ComputerWise support listed at the end of this document.

RESOLUTION 4

Unplug and plug in the TT5 power and CAT 5 cable. The terminal should beep and if it does not contact ComputerWise support listed at the end of this document.

2. The keypad is working but the gun does not scan.

RESOLUTION 1

Swap the gun with a TT5 gun that is working on another keypad. If the gun still does not work contact MIE Solutions on the replacement policy of the gun.

Contact ComputerWise For Terminal Repair

<http://www.mie-solutions.com/mie/index.php/Barcode-Terminal-Repairs/>

Barcode Scanning Equipment Return To Factory Procedure

Call the Service Department at ComputerWise (913-829-0600) with the model and serial numbers of each product to be returned for repair.

Obtain a Return Material Authorization number (RMA #) for the returned equipment.

Ship the equipment to be serviced to the following address:

(Marking the RMA # on the outside of the shipping box.)

ComputerWise, Inc
302 N. Winchester Lane
Olathe, KS 66062

ATTN: Service Dept.
RMA # xxxxxxx

Please convey, in writing, any helpful information about symptoms or defects which are known to you or suspected about each product that you are returning for service. Also specify, in writing, whom to contact for additional information about repair, replacement costs, etc.; along with their telephone number.

Please indicate, in writing, the procedure you wish to be followed to bill you for the repair charges or the method of payment for the repair charges if a credit account is not established.

ComputerWise products are covered by a 1-year return to factory warranty from the date of purchase. The warranty specific to the product is stated in the back of the user's manual for that product. During the stated warranty period, ComputerWise will repair or replace the defective product, at its sole discretion, once the defective product has been received and evaluated by our service department. ComputerWise does not engage in "cross-shipped" exchanges in meeting its warranty obligations.