

Gryphon M100/130 Scanner

Troubleshooting & Configuration Guide



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Troubleshooting

Problem	Possible Solutions
There are no lights on the base unit	Check your black power cable is firmly connected to the wall one end and connected to the base of the scanner at the other.
Red and green lights are flashing	Red light indicates charging
	Green light indicates fully charged.
Red and green lights are flashing on the base unit	Cleanup the connections between base and scanner with alcohol wipes (These are three prongs in the base unit and three circular disks in the handle of the scanner). Place back onto base. If still an issue, try new batteries in the handle of the scanner. Note: These must be rechargeable. Damage maybe caused otherwise. Replacement batteries can be purchased from Health Edge (01454) 322777.
There is a red beam but the scanner isn't reading the barcode	Check to see if you are able to scan into notepad. If you can this could be a Tracker Suite software problem, contact the Helpdesk on (01454) 315178. If no reconfigure the scanner using the barcodes in chapter 2.
Scanner reads the barcode then does a quiet rapid bleeping noise	Batteries require replacement. Note: These must be rechargeable. Damage maybe caused otherwise. Replacement batteries can be purchased from Health Edge (01454) 322777.
Scanner still doesn't read the barcode	Try plugging the base unit into another USB port.

Scanner Configuration Sheet

Use the barcodes in the steps below to configure/reconfigure the Gryphon M100/M130 Scanners.

1. Scan the **Restore Gryphon M Default**, **Enter configuration** and **Set Radio Address** barcodes.

Restore Gryphon™ M default



Enter configuration



Set Radio Address



2. Using the following list of numbers, scan 0 then three additional numbers. The numbers will already be on the label on the bottom of the scanner base.

NOTE: Ensure any readers in the same area have different numbers.

0



1



2



3



4



5



6



7



8



9



3. Scan the **Exit and Save Configuration** and **Bind** barcodes.

Exit and Save configuration



Bind



4. A green light will appear on the reader, place this back in the cradle within 10 seconds of step 3, a high bleep will be emitted. This has paired the cradle with the scanner.

5. Scan the **USB-KBD (Default)** or the **IBM AT or PS/2 PCs** depending on the type of keyboard connection you have.



If you are still having trouble with the scanner please call the Helpdesk on (01454) 315178.