

# Symbol LS3478/3578 Scanner Troubleshooting & Configuration Guide



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**SOLUTIONS LIMITED**

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## Troubleshooting

Problem	Possible Causes	Possible Solutions
Scanner emits low-short medium-short high beep sequence.	Scanner is powering up.	Normal when scanner battery is inserted.
Scanner emits short high-short high-short low-short-low beep sequence	Radio failure	Switch the power the cradle off and back on again and re-attempt pairing with the base.
Nothing happens when scan trigger is pressed.	No power to the scanner.	Check battery is correctly inserted
		Ensure the end cap to battery chamber is secured.
		Try a new battery.
Laser comes on, but scanner does not read the bar code.	Scanner is not programmed for the correct bar code type.	Check the barcode to ensure it is not defaced. Try scanning test bar codes of the same bar code type.
	Bar code symbol is unreadable.	
	Bar code is out of range from the scanner.	Move scanner closer to or further from bar code.
Scanner emits four short high beeps.	Battery is low.	Charge the battery.

Problem	Possible Causes	Possible Solutions
Scanner emits four long low beeps after scanning a bar code.	Cradle has not completed USB initialization.	Wait several seconds and scan again.
	Power cables to cradle are loose.	Ensure all cable connections are secure.
	Scanner is not paired to a cradle.	Scan the PAIR bar code on the cradle that is connected to the computer that is to receive data.
Bar code is read, but data is not transmitted to the computer.	Scanner not paired to computer-connected interface.	Pair the scanner to the cradle (using PAIR bar code on the cradle)
	The cable is loose.	Ensure all cable connections are secure.
	Cradle has lost connection to computer.	<i>In this exact order:</i> disconnect power supply; disconnect computer cable; wait three seconds; reconnect computer cable; reconnect power supply; re-establish pairing.
Battery does not charge.	Cradle is outside the charging temperature range.	Charge within the recommended temperature of 32° to 104° F (0° to 40° C) nominal, 41° to 95° F (5° to 35° C) ideal.

**NOTE:** If problems still occur, contact the Fingerprint Helpdesk on +44 (0) 1454 315178

## Scanner Configuration Sheet

Use the barcodes in the steps below to configure/reconfigure the Symbol LS3478 IP65 Scanner.

1. Scan the **Enter** barcode.



ENTER

2. Now scan the barcode on the top of the base unit.

3. Scan the **Scan Options** barcode.



SCAN OPTIONS

4. Scan the **<Data><Suffix>** barcode.



<DATA><SUFFIX>

5. Scan the **Enter** barcode.



ENTER

6. Done.