



Barcode Scanner Troubleshooting

FormFox recommends the Motorola Symbol LS-2208 barcode scanner for use with our system. You may encounter errors with the barcode scanner during a collection, such as:

- Not scanning the barcode
- Receiving an error message stating the specimen IDs don't match
- Receiving an error message stating the specimen ID needs to be two letters followed by 8 numbers

If the barcode won't scan at all, first check to ensure the scanner is fully plugged into the computer.

If you continue to have trouble or are receiving one of the other error messages, you will need to reset the scanner to Factory Defaults.

For the Motorola Symbol LS-2208 scanner, you may scan the following barcode:



After you scan the barcode, the scanner will make several differently pitched beeps. Then go back to the collection and re-scan the specimen label.

SET DEFAULTS

If you are using a different model of scanner, refer back to the instruction manual for the reset barcode. After scanning the reset barcode, go back to the collection and re-scan the specimen label.