[Common] Scanner is not responsive

ISSUE

- Scan trigger buttons are not working.
- The scanner is not activated even when pressing a scan button.

APPLIES TO

All Point Mobile Android devices with Scanner

Troubleshooting Steps

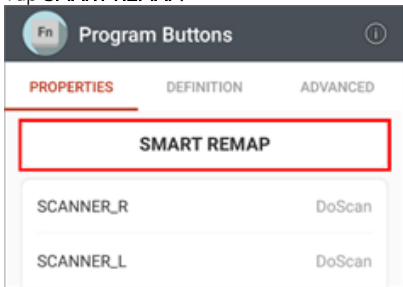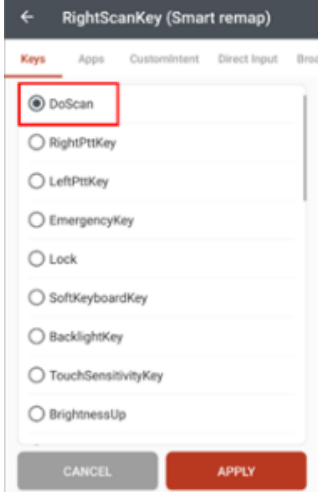|	Cause	Solution
1	Damaged scanner parts	**Check scanner detection** Check the scanner is detected properly by the following steps. (Point Mobile recommends checking the information in the normal temperature.) 1. Go to **EmKit** > **System Information**. 2. Select **Device information**. 3. Check if the **Scanner** information displays properly. If the scanner information is not displayed properly (ex. Unknown), contact local reseller to repair the device.
2	Inactivated scanner or trigger	**Check scanner status** Check the status bar whether the scanner status icon is displayed. Refer to the below table.

No	Icon	Status
1	No icon	The scanner is turned off. Scanning will not be operated.
2		The trigger is turned off. Scanning will not be operated.
3		The scanner and trigger are on. Scanning should be operated properly. If the scanner is not responsive, move on to the next solution.

1. No icon

   - Turn on the scanner from **Settings** (or **EmKit**) > **ScanSettings**.

2.

   - You may try to scan in lock screen. Unlock the screen and try again.

3	Not mapped scan action	**Map DoScan function to the button** If not only the trigger beam but also scan result notification are not emitted, the scan button may not be mapped to the scan action. To map the button to the scan action, 1. Go to **EmKit** > **Program Buttons**. 2. Tap **SMART REMAP**. 3. Press the button you want to use as scan button. 4. Tap **OK**. 5. Select **DoScan** among the **Keys** list. 6. Tap **APPLY** to save.
4	Turned off the aimer and illumination	**Turn on the Aimer and Illumination** If the trigger beam is not emitted but the scan result notification is emitted, the aimer and illumination may be turned off. To turn on them, 1. Go to **Settings** (or **EmKit**) > **ScanSettings**. 2. Select **Options**. 3. Turn on the **Enable aimer** and **Enable illumination** switches.
5	Temporary scanner issue	**Turn off and on the scanner** 1. Go to **Settings** (or **EmKit**) > **ScanSettings**. 2. Turn off the **On** switch. 3. Turn it on again.
6	Temporary system issue	**Reboot the device** Press and hold the power button, and tap **Power** > **Restart** to reboot the device.
7	Repair or analysis required	**Contact local reseller** If you cannot solve the problem with above steps, contact your local reseller to proceed repair or analyze the issue.

Not Resolved?

Refer to similar troubleshooting guides.

Similar Troubleshooting

- [Common] Scanner aimer not responsive
- [Common] Cannot disable USPS-4CB
- [Common] Scanner cannot read barcode