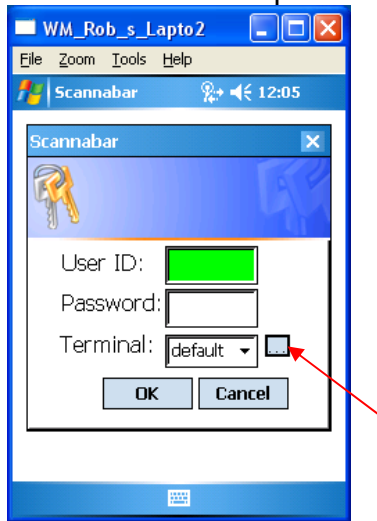


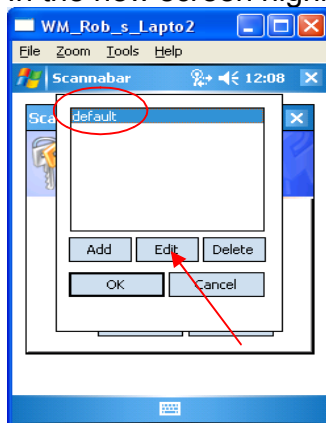
Network Hasn't Responded for 15 Seconds PPT8846:

First thing you would like to check is your Terminal ID:

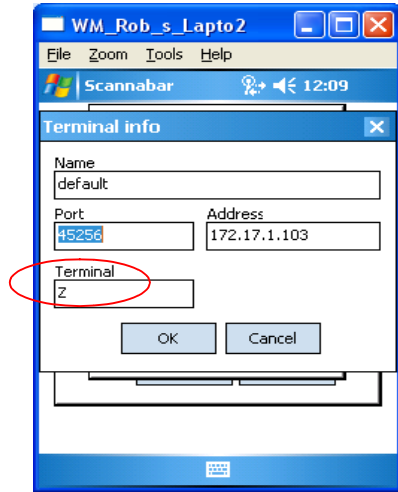
1. Click on the Scannabar icon on the Handheld.
2. Then click on the square with the 3 dots next to terminal default.



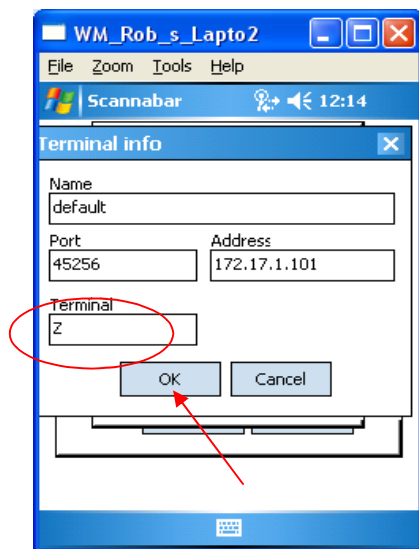
3. In the new screen highlight your terminal name and click the Edit button.



4. In this screen the only field you need to verify the Terminal field. Leave all other fields as is



5. Make sure the Terminal is a capital Z. This is the default setting.
6. Once the change has been made. Click Ok, and Ok again.



7. You should now be able to log into your Handheld Scanner.

If this did not resolve your problem please move onto the next solution.

Now you will need to verify your Wireless Signal Strength.

Re-booting the 14key PPT8860:

1. Press on the Enter + Function + Yellow trigger button on the top right hand side. All buttons must be pressed at the same time. If you have done this correctly you will see a Symbol PPT8800 Screen.

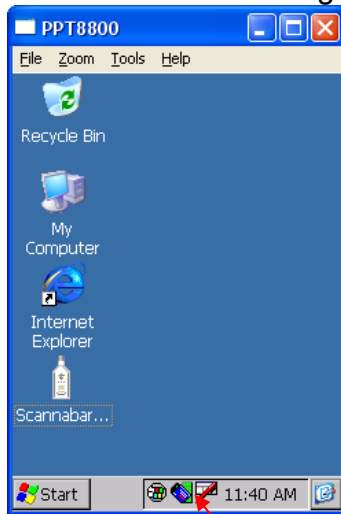


Re-booting the 6key PPT8860:

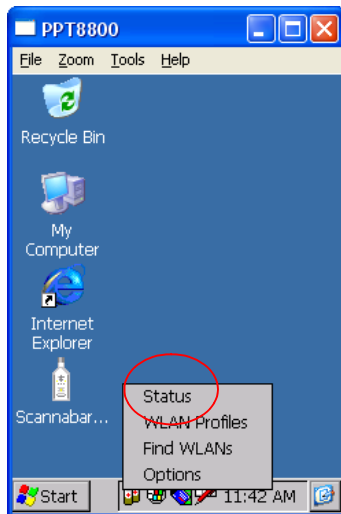


Press on the Enter and Half Moon icon as well as the Yellow trigger on the top right hand side. All buttons must be pressed down at the same time. If you have done this correctly you will see a Symbol PPT8800 Screen.

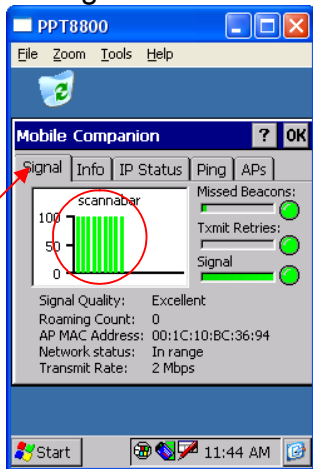
2. You will now click on the icon at the bottom of the screen it will be located in the middle or bottom right hand corner. In this example it is located in the middle.



3. Click on the Status button.



4. In the screen that opens you will be able to verify your Signal Strength under the signal tab.



Walk to your closest wireless antennas you should see full green bars here.

If you do not see signal please unplug and re-plug the electrical power to the antennas.

If all else fails Re-boot the Scannabar back office PC and see if that resolves your issue.

If this did not resolve your problem please call
one of our Solutions providers@1-800-939-
8960 Ext: 2