Socket Mobile Troubleshooting Guide

1. Confirm scanner is Bluetooth paired with the device
   a. On iPad or other iOS device, go to Settings > Bluetooth, make sure BT is on, and under My Devices the scanner shows "Connected".
      i. If not, see if it's available under Other Devices
      ii. If it's not available, try turning BT off, then back on, and turn the scanner off and back on.
      iii. If still not available, proceed to #2.

2. Pairing Reset
   a. Power on the scanner
   b. Press and hold down the scan (trigger) button
   c. Press and hold down the power (smaller) button
   d. After you hear 3 beeps (in descending pitch), release both buttons.
   e. The scanner will unpair and automatically power off.

3. After completing the Pairing Reset, attempt to pair with device. If this doesn't work, proceed to #4.

4. As a last resort, try a Factory Reset (scan barcode on next page). This is usually needed when a user has scanned various setup/configuration codes found in the Socket Mobile manual. For using with the Inventory Scanning Application, it should not be necessary to scan setup codes, and users should generally refrain from doing so. However, the Factory Reset code is usually successful in resolving issues when all else has failed.

5. After performing a Factory Reset, the scanner will run through a series of beeps, then power off. When complete, power the scanner on and attempt to pair with device via Bluetooth.

6. If none of the above works, contact Property Management at property@lsu.edu for further assistance.

Factory Reset

Configures the scanner to factory defaults. The scanner powers off after scanning this barcode.

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