Rebooting the Scan Gun

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Terminology

- **Warm Boot**. A warm boot allows you to restart the scan gun by closing all the programs that are running. A warm boot does not turn the scan gun completely "off."
- **Cold boot**. A cold boot allows you to restart the scan gun by erasing all stored records and entries in its memory, or RAM. A cold boot reloads the application back into memory.

Issues that may require a warm boot

- Menus, folders, and other application components fail to display on the scan gun screen.
- Scan gun screen "freezes."
- Tapping a menu option, to begin a task, does not fully advance to the next screen.

Issues that may require a cold boot

- Scan gun loses its laser function
- Scan gun can not connect to the WLAN router

  You may find you have a router and/or network issue, in which case performing a cold boot with not fix this issue.
- Scan gun loses its image.

To perform a warm boot

1 On the scan gun, press and hold the Power button until the screen appears blank.

2 On the screen that reads, "unauthorized access to Government...," tap OK.

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To perform a cold boot

Repeat this task a second time if the issue persists.

1 On the lower outside of the barcode scanner, press the battery release buttons with your right hand to partially eject the battery.

2 In unison, press and hold the following

- trigger button on the gun handle with your left hand
- red Power button with your right hand
- yellow key pad trigger button with your right hand.

3 **P**ush the battery back into place until it clicks.

4 Once the amber light on the light bar flashes, release the trigger button on the gun handle, the yellow key pad trigger button, and the red Power button.

If the issue persists after cold booting a second time, you may need to send in the scan gun for re-imaging. For more information contact the ICBS Helpdesk.