SocketScan™ Software

Bar Code Scanning Software for

- *Windows Powered Pocket PCs*
- *Windows CE-based Palm-size PCs, Handheld PCs, and Pen Tablets*
- *Windows 9x, 2000, or NT 4.0 Notebooks*

User's Guide

Socket

SOCKET®

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This manual has been prepared with the greatest care regarding its contents. However, in the event that it contains omissions, errors or any other misinformation, please feel free to contact SOCKET COMMUNICATIONS at:

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You are also welcome to call Socket Communications at (510) 744-2700, or you may FAX inquiries to (510) 744-2727. If you have technical questions, you can call Socket's technical support department at: (510) 744-2720. Before calling Socket to request technical support for a Socket product you have purchased, please read Appendix B, "Troubleshooting." This will tell you what information you should have available so that your question can be answered quickly.

Other than the above, Socket Communications can assume no responsibility for anything resulting from the application of information contained in this manual.

You can track new product releases, software updates and technical bulletins by visiting Socket's web page at *www.socketcom.com*.

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Chapter 1 **Introduction**

About SocketScan

SocketScan™ software lets you use Socket's bar code scanner cards, systems or connection kits with three classes of Windows-based mobile computers:

1. Windows-powered Pocket PCs
2. Handheld PCs or pen tablets based on Windows CE version 2.11 or later
3. Notebooks based on Windows 95, 98, 2000 and NT 4.0

A single SocketScan installation program works with all these computers.

SocketScan automatically detects the type of Socket bar code scanner you are using, so you can swap scanners without having to reinstall SocketScan. However, SocketScan does not allow you to use two scanners simultaneously. SocketScan currently supports these Socket bar code scanner products (shown with the icon that SocketScan uses to represent each scanner):


In-Hand Scan Card


Bar Code Laser Scanner Gun Systems and Connection Kits


Bar Code Wand Cards

SocketScan performs four primary functions:

1. Allows Windows computers to recognize your bar code scanner
2. Installs Socket's "keyboard wedge" software. This routs scanned data to the current Windows program as though you typed it on a keyboard.
3. Adds user-defined prefix and/or suffix characters such as a carriage return or tab. SocketScan automatically inserts these characters before or after the data you scan.
4. Allows you to select any WAV sound file to indicate a successful scan

For advanced configuration information about Socket's bar code scanner products, visit Socket's web site at *www.socketcom.com/collect.htm*. If you are a software developer and would like to find out about Socket's Scanner SDK for Windows, visit *www.socketcom.com/scansdkds.htm.*

For instructions about installing and operating your bar code scanner hardware, refer to the *Hardware User's Guide* included with your Socket scanner.

You can download the latest version of SocketScan software and Socket's documentation from Socket at *www.socketcom.com/techinfo.htm*.

How this Manual is Organized

This manual is designed to help you install and operate SocketScan software on any Windows-based mobile computer. This chapter, **Introduction**, shows where to find information about SocketScan and describes its key features.

Chapter 2, **Pocket PCs**, describes how to install, configure and run SocketScan on a Windows Powered Pocket PC.

Chapter 3, **Windows CE**, describes how to install, configure and run SocketScan on a Handheld PC or pen tablet based on Windows CE version 2.11 or later.

Chapter 4, **Windows 9x/2K/NT**, describes how to install, configure and run SocketScan on a notebook based on Windows 95, 98, 2000 or NT 4.0.

Appendix A, **Specifications**, provides concise specifications for SocketScan.

Appendix B, **Troubleshooting**, gives advice for fixing the most common problems you may encounter using SocketScan.

Appendix C, **Printing Bar Codes**, lists some software for printing bar codes, including web sites where you can download a free sample.

Older Versions of Software

If you have a previous version of Socket's bar code scanning software, such as ScanWizard, and wish to uninstall it, you should do so before installing SocketScan. Once you install SocketScan, Socket's older bar code scanning software may become inoperable. If you install SocketScan and then uninstall older bar code scanning software from Socket, you may have to reinstall SocketScan.

Chapter 2 **Pocket PCs**

Overview

This chapter explains how to install, configure and run SocketScan on a Windows Powered Pocket PC.

Software Installation

Before using Socket's installation program, make an active connection between your Pocket PC and a partner PC powered by Windows 9x/2K/NT and equipped with a CD ROM drive.

1. Make an active connection between your Pocket PC and a partner PC. Use your Pocket PC's serial connection cable or Socket's Low Power Ethernet Card to establish the connection.
2. Insert the *SocketScan Installation CD* into your partner PC.
3. If the CD ROM does not begin automatically, click **Start/Run** on your partner PC and type **`D:\WELCOME.EXE`** (use the drive letter of your CD). Click **Install SocketScan for CE** and follow the instructions.
4. When you see **Application Downloading Complete**, tap **OK**

Starting SocketScan

If you are using Socket's In-Hand Scan Card, you must assign a hardware button on your Pocket PC to trigger the laser scanner. To do this, refer to the section *Assigning a Trigger Button* at the end of this chapter. Laser scanner guns and bar code wands do not require this trigger button.

To start SocketScan, tap **Start/Programs** and then tap the **SocketScan** icon:

SocketScan

When SocketScan is running while a bar code scanner card is inserted, the appropriate scanner icon should appear in your Pocket PC's task tray. You can see the task tray on the lower right corner of the **Today** screen:

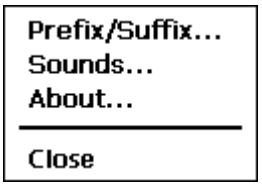
Valid icons for Socket scanner products are  ,  , and  .

If the task tray shows the "no card detected" icon  when SocketScan is running, it means either that you have not inserted the plug-in card or the card was not recognized. In this case, remove the card and reinsert it. If the card is still not recognized, refer to Appendix B, "Troubleshooting."

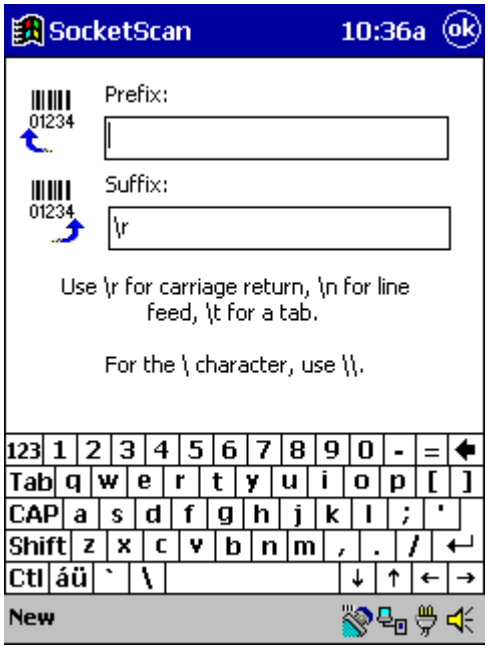
The SocketScan Applet

The SocketScan applet allows you to specify prefix and suffix characters to be added automatically to the data that you scan. The applet also lets you designate any WAV sound file to be played to indicate a successful scan.

To run the SocketScan applet, tap the SocketScan icon, , , or , in the task tray on the **Today** screen. You will see SocketScan the applet menu:

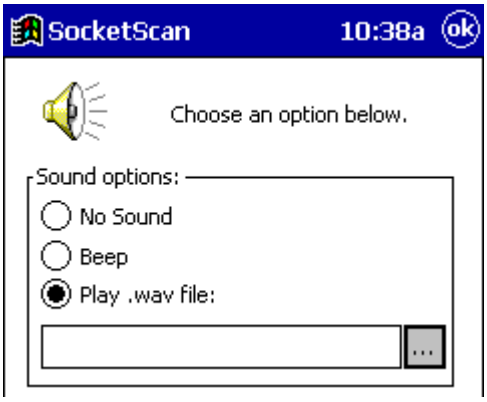


SocketScan allows you to specify prefix characters that will be appended automatically to the beginning of any data you scan, and suffix characters that will be appended to the end. This makes it easy to use your bar code scanner with existing Windows applications. To specify prefix and/or suffix characters, tap **Prefix/Suffix...** on the SocketScan applet menu:



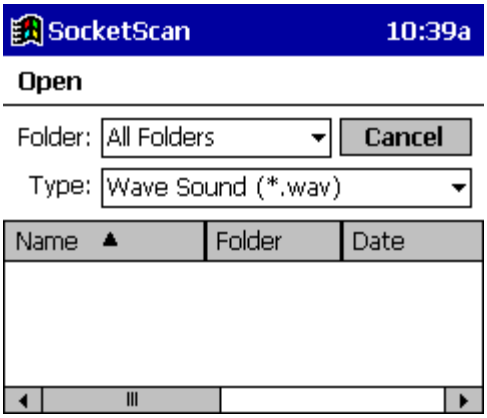
In the **Prefix:** and **Suffix:** boxes, enter the characters you want to be appended to each scan. Note that you must use a backslash followed by the letter "r" to specify a carriage return. When you have selected your prefix and suffix characters, tap **OK**.

To specify a sound to indicate a successful scan, tap **Sounds...** on the SocketScan applet menu:



You can specify **No Sound**, a pre-programmed **Beep**, or a custom WAV file. Select **Play .wav file:** to activate the box below the button. In the box, enter the name of the WAV file you want to be played after each successful scan.

You can search for a WAV file by tapping the browse box  . This box is only active if Play **.wav file:** is selected. You will see the **Open** screen:



When you find the WAV file you want to assign, tap it to return to the **Sound options:** screen. Once the correct WAV file appears in the box, you can tap **OK**.

Running and Closing SocketScan

Once the Socket plug-in card is recognized and you have assigned a trigger button, if necessary, you can scan bar codes into any Windows application that accepts virtual keyboard input. Refer to the *Hardware User's Guide* to find out how to operate your bar code scanner.

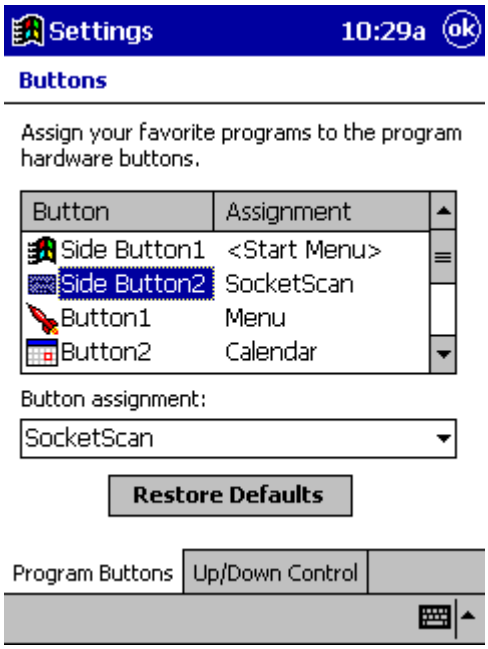
If your Pocket PC goes into sleep mode, press the ON button. The SocketScan software will automatically reinitialize itself.

To close SocketScan, tap the **Close** option on the SocketScan applet menu.

Assigning a Trigger Button

If you are using Socket's In-Hand Scan Card, you must assign a hardware button on your Pocket PC to trigger the laser scanner. (Skip this section if you do not have an In-Hand Scan Card.)

Tap **Settings.** On the **Personal** tab, tap **Buttons**. On the **Program Buttons** tab, select a convenient button from the **Button** list. Tap the down arrow by the **Button assignment:** box to scroll to **SocketScan**:



When you have assigned the trigger button, tap **OK**. The laser scanner will now become activated whenever you press the assigned button. If you press the trigger button when SocketScan is not running, you will launch SocketScan but not fire the laser. After SocketScan detects the In-Hand Scan Card, the trigger button will resume its function of firing the laser.

Chapter 3 **Windows CE**

Overview

This chapter explains how to install SocketScan on a Palm-size PC, Handheld PC or pen tablet powered by Windows CE version 2.11 or later.

Software Installation

Most of the screen images shown in this chapter represent a Palm-size PC. If you have a Handheld PC, Handheld PC Pro or pen tablet, the screens you see will be functionally equivalent to the sample screens but may be formatted differently. Some Windows CE devices support a touch pad and not a pen, so when these instructions say "tap" you may substitute "click."

Before using Socket's installation program, make an active connection between your Windows CE device and a partner PC powered by Windows 9x/2K/NT and equipped with a CD ROM drive.

1. Make an active connection between your Pocket PC and a partner PC. Use your Windows CE device's serial connection cable or Socket's Low Power Ethernet Card to establish the connection.
2. Insert the *SocketScan Installation CD* into your partner PC.
3. If the CD ROM does not begin automatically, click **Start/Run** on your partner PC and type **`D:\WELCOME.EXE`** (use the drive letter of your CD). Click **Install SocketScan for CE** and follow the instructions.
4. When you see **Application Downloading Complete**, tap **OK**

Starting SocketScan

If you are using Socket's In-Hand Scan Card, you must assign a hardware button on your Windows CE device to trigger the laser scanner. To do this, refer to the section *Assigning a Trigger Button* at the end of this chapter. Laser scanner guns and bar code wands do not require this trigger button.

To start SocketScan on a Palm Size PC, tap **Start/Programs/SocketScan.** On Handheld PCs, double tap the **SocketScan** icon on Windows CE's desktop. When SocketScan is running while a bar code scanner card is inserted, the appropriate scanner icon should appear in the Windows CE task tray:

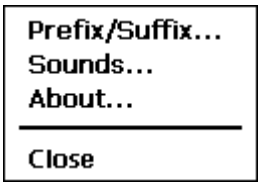
Valid icons for Socket scanner products are  ,  , and  .

If the task tray shows the "no card detected" icon  when SocketScan is running, the card may not be inserted properly.

The SocketScan Applet

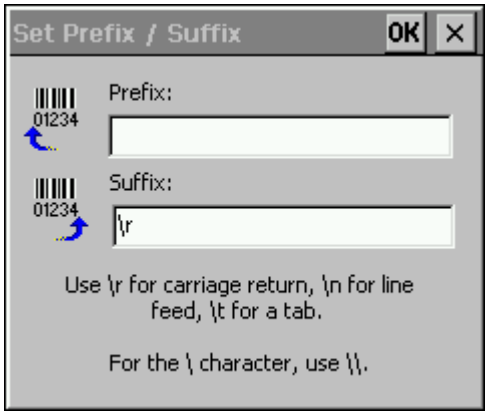
The SocketScan applet allows you to specify prefix and suffix characters to be added automatically to the data that you scan. The applet also lets you designate any WAV sound file to be played to indicate a successful scan.

To run the SocketScan applet, tap the SocketScan icon, , , or , in the task tray. You will see the SocketScan applet menu:



SocketScan allows you to specify prefix characters that will be appended automatically to the beginning of any data you scan, and suffix characters that will be appended to the end. This makes it easy to use your bar code scanner with existing Windows applications.

To specify prefix and/or suffix characters, tap **Prefix/Suffix...** on the SocketScan applet:

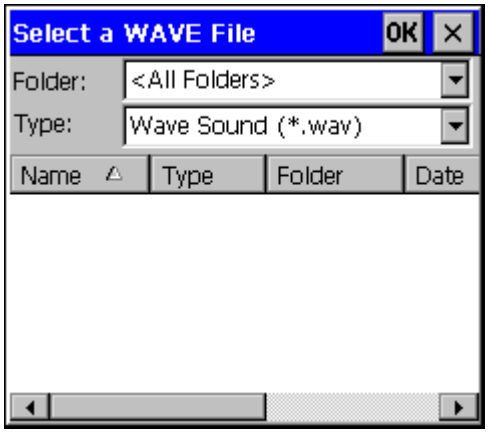


In the **Prefix:** and **Suffix:** boxes, enter the characters you want to be appended to each scan. Note that you must use a backslash followed by the letter "r" to specify a carriage return. When you have selected your prefix and suffix characters, tap **OK**.

To specify a sound to indicate a successful scan, tap **Sounds...** on the SocketScan applet menu to see the **Set Good-Read Sound** screen:

You can specify **No Sound**, a pre-programmed **Beep**, or a custom WAV file. Select **Play .wav file:** to activate the box below the button. In the box, enter the name of the WAV file you want to be played after each successful scan.

You can search for a WAV file by tapping the browse box  . This box is only active if Play **.wav file:** is selected. You will see the **Select a WAVE File** screen:



Select the WAV file you want to assign and tap **OK** to return to **Set Good-Read Sound** screen. Once the correct WAV file appears in the box, tap **OK**.

Running and Closing SocketScan

Once the Socket plug-in card is recognized and you have assigned a trigger button, if necessary, you can scan bar codes into any Windows application that accepts virtual keyboard input. Refer to the *Hardware User's Guide* to find out how to operate your bar code scanner.

If your Windows CE device goes into sleep mode, press the ON button. The SocketScan software will automatically reinitialize itself.

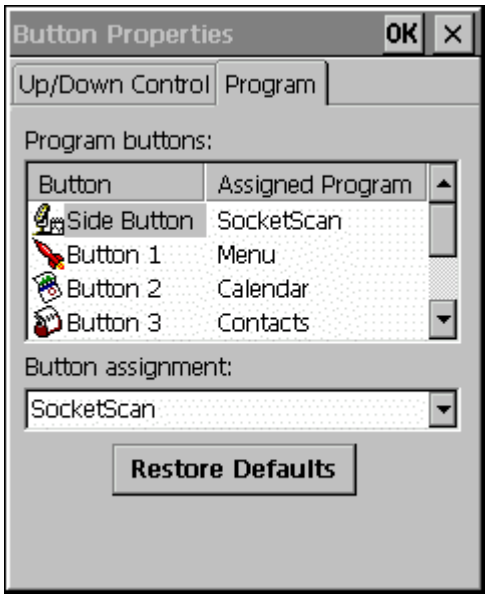
To close SocketScan, tap the **Close** option on the SocketScan applet menu.

Assigning a Trigger Button

If you use Socket's In-Hand Scan Card with SocketScan, you must assign a hardware button on your Windows CE device to trigger the laser scanner. (Skip this section if you do not have an In-Hand Scan Card.)

On Palm-size PCs you can assign a hardware button to the program by using the **Buttons** utility. On a Handheld PC or pen tablet, you can assign a hardware button to the **SocketScan** program by using the utility provided by the manufacturer of your device. This utility is usually in the **Control Panel**.

On a Palm-size PC, tap **Settings/Buttons/Program**. In the **Button** column of the **Program buttons:** window, tap a convenient button you want to assign as a trigger so the name of the button is highlighted. Tap the down arrow by the **Button assignment:** box to scroll to **SocketScan**. Tap **SocketScan** so it appears in the **Assigned Program** column next to the correct trigger button:



Type **OK** when you have made your selection.

On a Handheld PC or pen tablet, you can assign a button to SocketScan by using the utility provided by the manufacturer of your device. Refer to the documentation included with your Windows CE device to find out how to reassign hardware buttons.

As an example of reassigning hardware buttons on a Handheld PC, on a Hewlett Packard Jornada 690 you can enter **Start/Programs/HP Utilities/HP hot keys**.

As an example of reassigning hardware buttons on pen tablet, on a Hitachi HPW-600ET tablet you can enter **Start/Settings/Control Panel** and then select **User Configuration**.

The laser scanner will now become activated whenever you press the assigned button. If you press the trigger button when SocketScan is not running, you will launch SocketScan but not fire the laser. After SocketScan detects the In-Hand Scan Card, the trigger button will resume its function of firing the laser.

If you do not assign a button to trigger a scan, you can trigger a scan on the In-Hand Scan Card by re-starting the SocketScan program when it is already running.

Chapter 4 **Windows 9x/2K**

Overview

This chapter explains how to install and run SocketScan on a notebook computer powered by Windows 95, Windows 98 or Windows 2000.

Installing SocketScan

Installing SocketScan on a Windows 9x/2K notebook is a two-step process. First you should install SocketScan software, then you should install Socket's hardware drivers so your notebook recognizes the Socket plug-in card. Before inserting the plug-in card into your notebook, follow these steps to install SocketScan software:

1. Insert the *SocketScan Installation Disc* into your Windows notebook.
2. If the CD ROM does not begin automatically, click **Start/Run** on your notebook and type **`D:\WELCOME.EXE`** (use the drive letter of your CD). Click **Install SocketScan for Notebooks** and follow the instructions.
3. When you are finished, click **Exit** and leave the CD in your notebook.

Making Your Notebook Recognize the Card

After you have installed SocketScan software, you must make Windows recognize your Socket plug-in card. This process varies depending on your version of Windows.

Installation for Windows 2000

When you first insert the Socket plug-in card into a Windows 2000 notebook, you may see a screen that says **Digital Signature Not Found**. Click **Yes.** When you see the **Add New Hardware Wizard**, click **Next>.** On the next screen, click **Search for the best driver for your device** and then click **Next>**. Make sure **CD-ROM drive** is checked and click **Next>**. When the driver is found, click **Next>.** Follow the instructions and click **Finish.**

Proceed to *Starting SocketScan* on the next page.

Installation for Windows 98

When you first insert the Socket plug-in card into a Windows 98 notebook, you will see the **Add New Hardware Wizard**. Click **Next>.** On the next screen, click **Search for the best driver for your device** and then click **Next>**. Make sure **CD-ROM drive** is checked and click **Next>**. When the driver is found, click **Next>.** Follow the instructions and click **Finish.**

Proceed to *Starting SocketScan* on the next page.

Installation for Windows 95

When you first insert the Socket plug-in card into a Windows 95 notebook, you will see the **Update Device Driver Wizard**. Make sure the installation CD is inserted and click **Next>.** On the next screen, click **Other Locations...** and specify your CD ROM Drive. Windows will report that it found the driver for the In-Hand Scan Card. Click **Finish.**

For a discussion of a timing issue related exclusively to Windows 95, refer to the section *Specifying a Delay for Windows 95* at the end of this chapter.

Starting SocketScan

If you are using Socket's In-Hand Scan Card, you must assign a Function key on your notebook to trigger the laser scanner. To do this, refer to the section *Assigning a Trigger Button* at the end of this chapter. Laser scanner guns and bar code wands do not require this trigger button.

To start SocketScan on your notebook, double-click the SocketScan icon:

SocketScan

When SocketScan is running while a bar code scanner card is inserted, the appropriate scanner icon should appear in the status area of the Windows task bar:

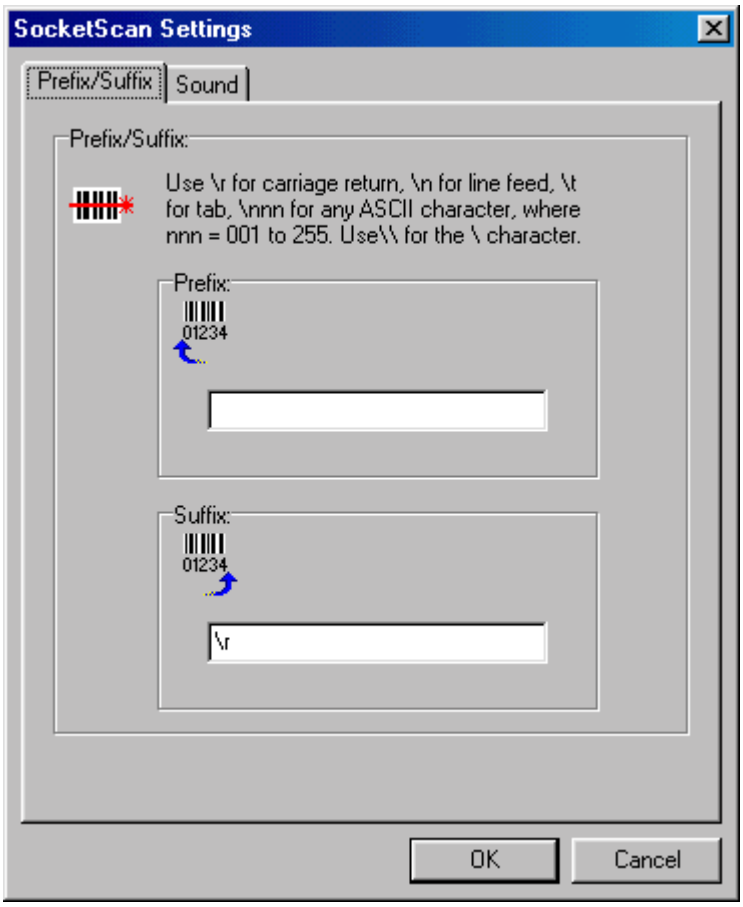
Valid icons for Socket cards are  ,  , and  .

If the status area of the task bar shows the "no card detected" icon  when SocketScan is running, it means either that you have not inserted the plug-in card or the card was not recognized. In this case, remove the card and reinsert it. If the card is still not recognized, refer to Appendix B, "Troubleshooting."

The SocketScan Applet

The SocketScan applet allows you to specify prefix and suffix characters to be added automatically to the data that you scan. The applet also lets you designate any WAV sound file to be played to indicate a successful scan.

To run the applet, right-click the scanner icon, , , or , in the Windows task tray. On the SocketScan applet menu. click **Settings...**



SocketScan allows you to specify prefix characters that will be appended automatically to the beginning of any data you scan, and suffix characters that will be appended to the end. This makes it easy to use the bar code scanners with existing Windows applications.

To specify prefix and/or suffix characters, click **Prefix/Suffix...** on the **Socket Settings** window.

In the **Prefix:** and **Suffix:** boxes, enter the characters you want to be appended to each scan. Note that you must use a backslash followed by the letter "r" to specify a carriage return. When you have selected your prefix and suffix characters, tap **OK**.

To specify a sound to indicate a successful scan, click the **Sound** tab on the **Socket Settings** window.:

You can specify **No Sound**, a pre-programmed **Beep**, or a custom WAV file. If you select **Play .wav file:**, the box below the button will be activated. Enter the name of the WAV file you want to be played after each successful scan.

When **Play .wav file:** is selected, you also can use the **Browse...** button to search for the desired WAV file.

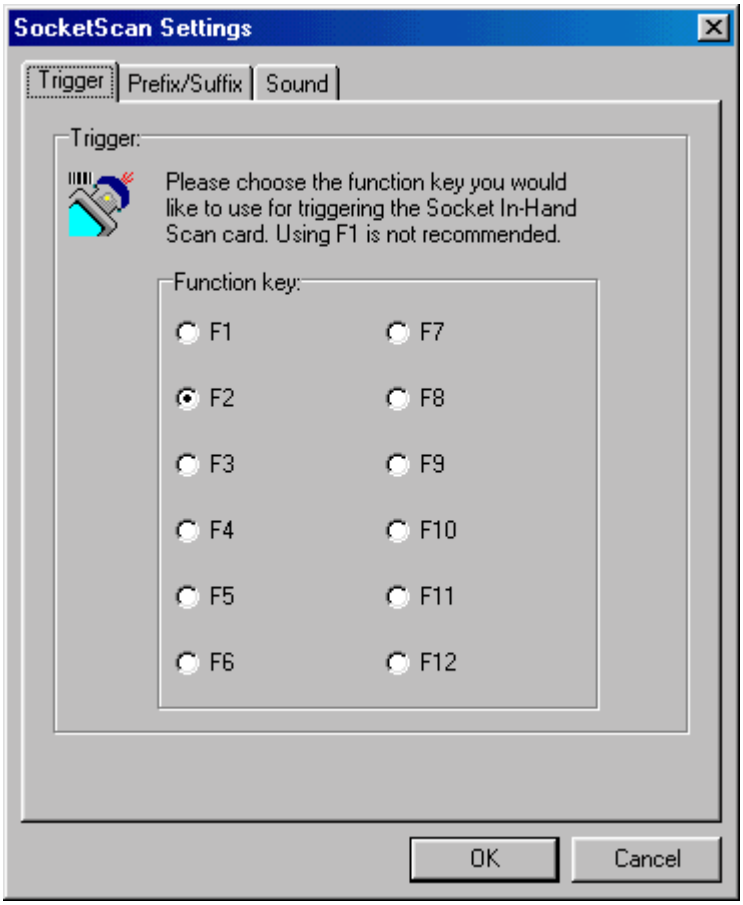
When you have specified your sound file, click **OK**.

Running and Closing SocketScan

Once the Socket plug-in card is recognized and you have assigned a trigger button, if necessary, you can scan bar codes into any Windows application that accepts virtual keyboard input. Refer to the *Hardware User's Guide* to find out how to operate your bar code scanner. To close SocketScan, right-click the scanner icon in the task tray and click the **Close** option.

Assigning a Trigger Button

If you have an In-Hand Scan Card, you must assign a Function key to trigger the laser scanner. With the In-Hand Scan Card inserted, right-click the scanner icon in the task tray and select **Settings...** On the **SocketScan Settings** screen, select **Trigger**. The **Trigger** option will only appear if the In-Hand Scan Card is detected.



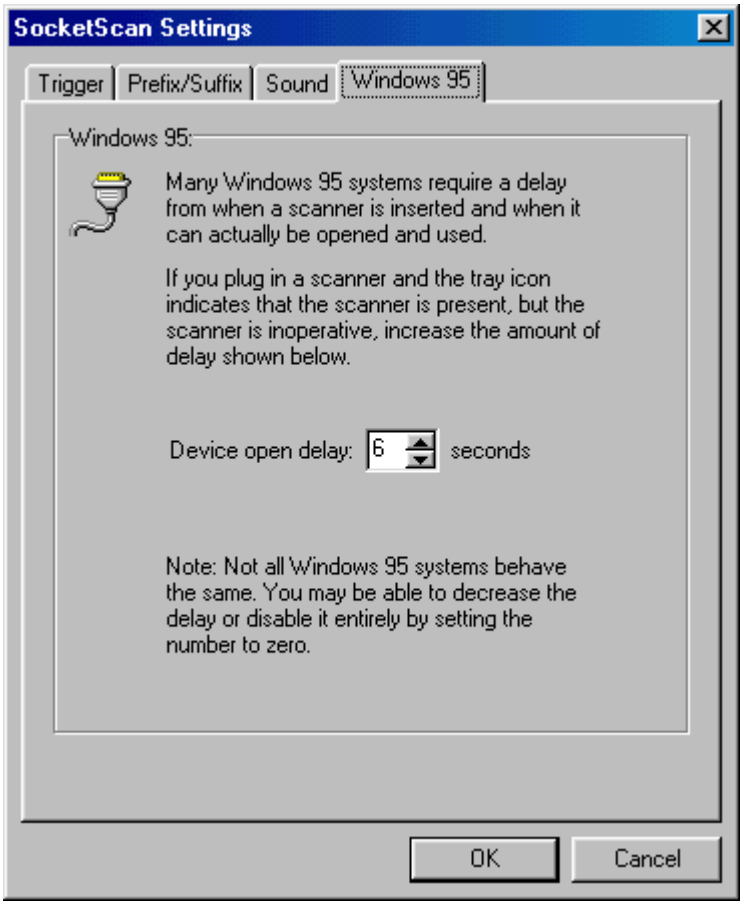
Select a Function Key not used by another program. Click **OK**. The laser scanner will now become activated whenever you press the assigned button.

Specifying a Delay for Windows 95

On some Windows 95 notebooks a timing problem exists that can impact the operation of a PC Card. To avoid this problem, SocketScan automatically inserts a delay between the time a scanner card is inserted and the time SocketScan tries to identify the card. As a result, it can take several seconds before Windows 95 acknowledges the scanner card.

You can experiment with reducing the length of this delay or eliminate it altogether by using the Windows 95 screen of the SocketScan applet. Right-click the scanner icon in the task tray and select **Settings...** On the **SocketScan Settings** screen, select **Windows 95**. You can use the up and down arrows of **the Device open delay:** box to change the delay. If your scanner stops working, set the delay back to the last value that worked.

This option will only appear if you are running Windows 95.



Chapter 4 **Windows NT 4.0**

Overview

This chapter explains how to install, configure and run SocketScan on a notebook computer powered by Windows NT 4.0.

Steps for Using Windows NT 4.0

Installing SocketScan on a Windows NT 4.0 notebook is a multi-step process:

1. If you want hot swapping support, install a current version of Card Services software from Phoenix or SystemSoft
2. Install SocketScan software
3. Determine the COM port assigned to the Socket plug-in card and register the port number with SocketScan
4. Tell SocketScan the type of scanner you are using
5. If you are using an In-Hand Scan Card, assign a trigger button on your notebook so you can fire the laser

Hot Swapping

Current versions of Card Services software from Phoenix or SystemSoft allow you to hot swap Socket's plug-in card. If you use Socket's card on a Windows NT 4.0 notebook that does not have a current version of Card Services, the card must be inserted in your notebook prior to booting and you must reboot if you remove and re-insert the card.

For a free upgrade of Card Executive from Phoenix, visit Socket's web at *www.socketcom.com/sftxfin.exe*.

Installing SocketScan

1. Insert your Socket plug-in card into your Windows 4.0 notebook and boot your notebook.
2. Insert the *SocketScan Installation Disc* into your Windows notebook
3. If the CD ROM does not begin automatically, click **Start/Run** on your notebook and type **`D:\WELCOME.EXE`** (use the drive letter of your CD). Click **Install SocketScan for Notebooks** and follow the instructions.
4. When you are finished, click **Exit.**

You are now ready to configure SocketScan to work with your plug-in card and laser scanner.

Starting SocketScan Software

To start SocketScan on your notebook, double-click the SocketScan icon:

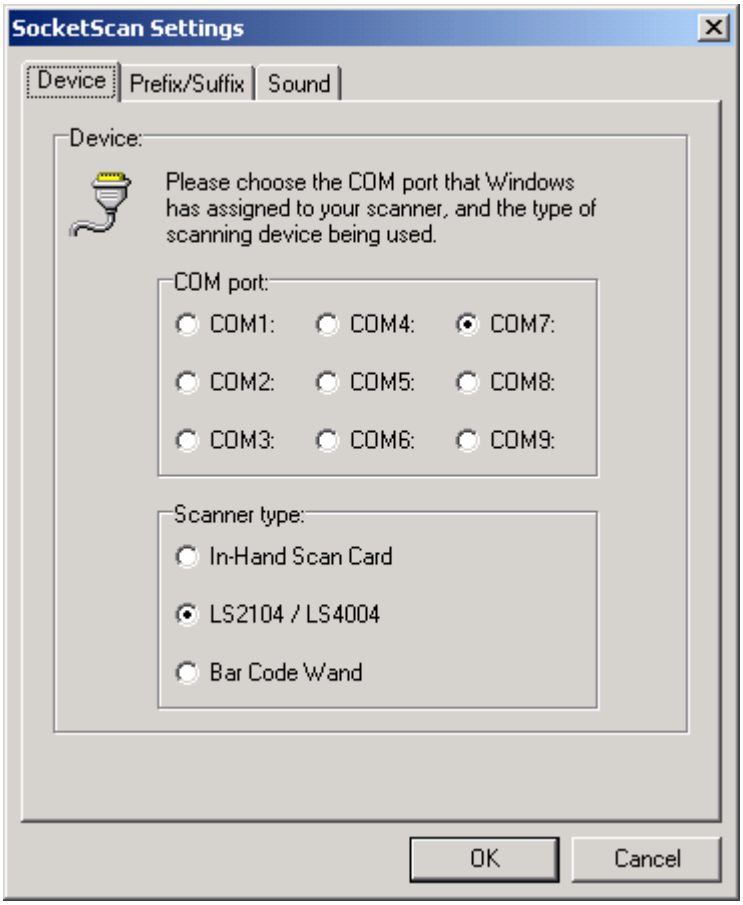
SocketScan

A scanner icon,  ,  , or  , will appear in the status area of the Windows task bar if SocketScan detects your plug-in card.

If SocketScan detects no card, the "no card detected" icon  will appear.

Configuring SocketScan for NT

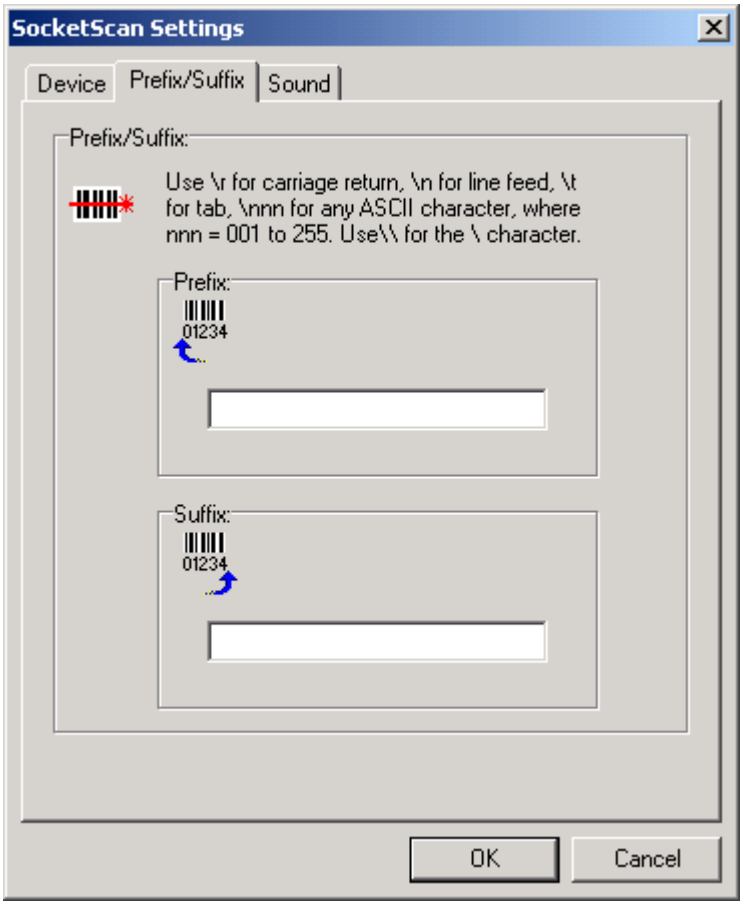
You must determine the COM port number that Windows NT assigns to the Socket plug-in card and register this number with SocketScan. Right-click the scanner icon in the task tray and select **Settings....** Click the **Device** tab:



If you are using Card Services, you can determine the COM port number by using the plug-in card utility included with your Card Services package. If you are not using Card Services, you can use trial and error to determine the COM port number, which is usually COM2, COM3 or COM4.

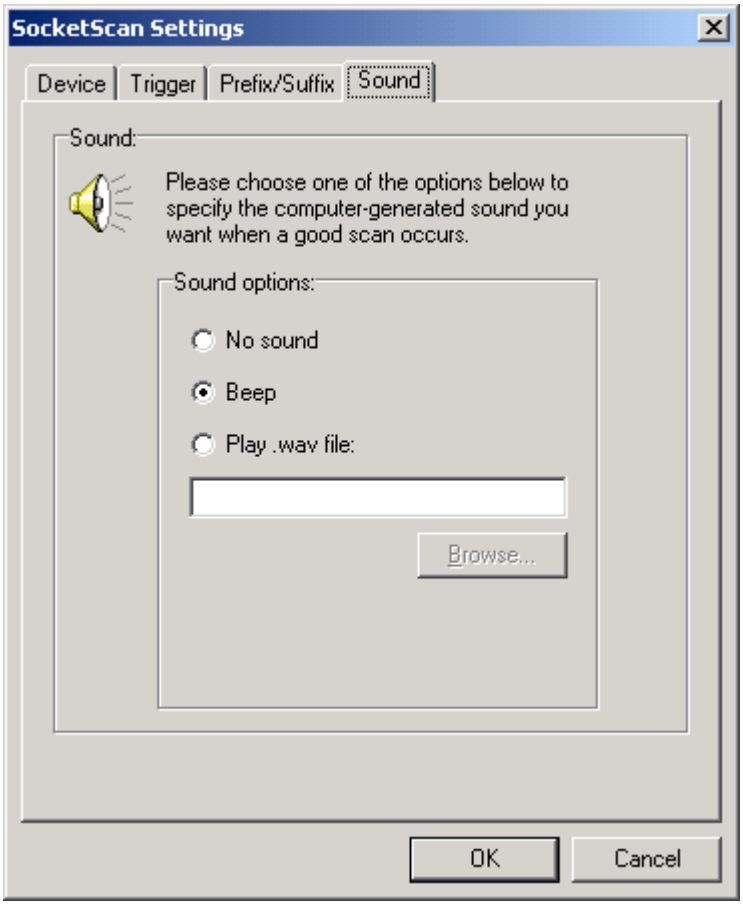
Once you have indicated the COM port number assigned to the plug-in card, you must tell SocketScan which laser scanner your are using. Make the appropriate selection in the **Scanner type:** section.

SocketScan allows you to specify prefix characters that will be appended automatically to the beginning of any data you scan, and suffix characters that will be appended to the end. This makes it easy to use the bar code scanners with existing Windows applications. Click the **Prefix/Suffix** tab of the **SocketScan Settings** screen:



In the **Prefix:** and **Suffix:** boxes, enter the characters you want to be appended to each scan. Note that you must use a backslash followed by the letter "r" to specify a carriage return. When you have selected your prefix and suffix characters, tap **OK**.

The SocketScan applet also lets you designate any WAV sound file to be played to indicate a successful scan. To specify a sound to indicate a successful scan, click the **Sound** tab on the **Socket Settings** window.:



You can specify **No Sound**, a pre-programmed **Beep**, or a custom WAV file. If you select **Play .wav file:**, the box below the button will be activated. Enter the name of the WAV file you want to be played after each successful scan.

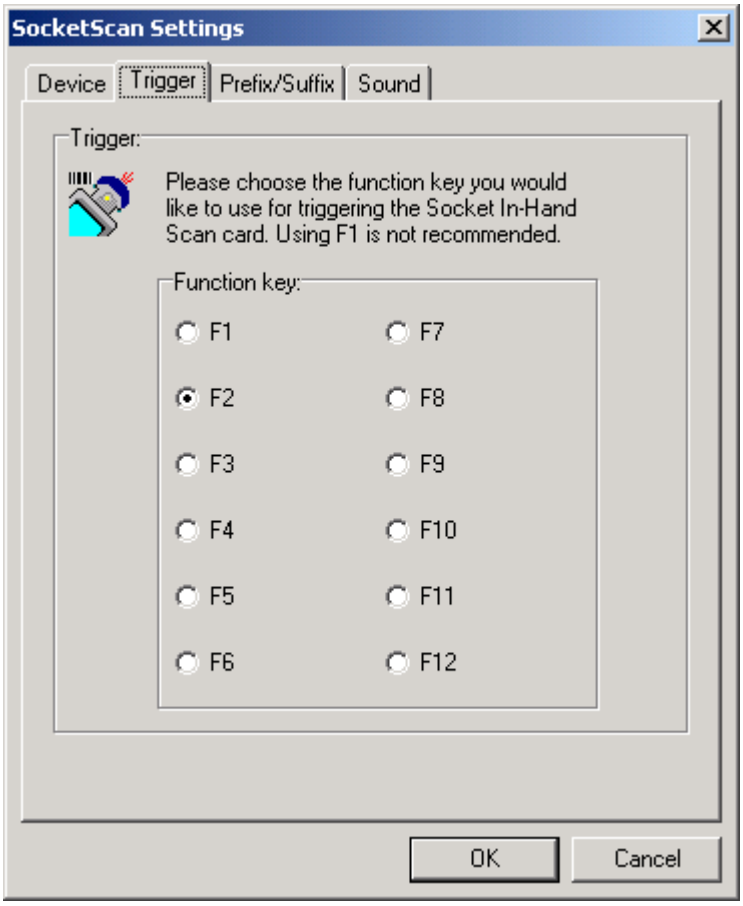
When **Play .wav file:** is selected, you also can use the **Browse...** button to search for the desired WAV file.

When you have specified your sound file, click **OK**.

Assigning a Trigger Button

If you have an In-Hand Scan Card, you must assign a Function key to trigger the laser scanner. (If you do not have an In-Hand Scan Card, proceed to the next section, Running and Closing Socket Scan.)

With the In-Hand Scan Card inserted, right-click the scanner icon in the task tray and select **Settings...** On the **SocketScan Settings** screen, select **Trigger**. The **Trigger** option will only appear if SocketScan detects the In-Hand Scan Card:



Select a Function Key not used by another program. F1 is usually not a safe choice. Click **OK**. The laser scanner will now become activated whenever you press the assigned button.

Running and Closing SocketScan

Once the Socket plug-in card is recognized and you have assigned a trigger button, if necessary, you can scan bar codes into any Windows application that accepts virtual keyboard input. Refer to the *Hardware User's Guide* to find out how to operate your bar code scanner.

To close SocketScan, right-click the scanner icon in the task tray and click the **Close** option.

Appendix A **Specifications**

Operating System Support:
Windows CE v2.x and higher
Windows 95, 98, 2000 and NT 4.0

Plug-in Cards Supported:
Socket CompactFlash CF+ Cards, PC Cards, and In-Hand Scan Card
(Socket's CompactFlash CF+ cards can be used with PC Card adapters)

Socket Scanner Products Supported:
In-Hand Scan Card (CompactFlash CF+ Card)
Bar Code Laser Scanner 2104 System (CompactFlash CF+ Card)
Bar Code Laser Scanner 2104 System (PC Card)
Bar Code Laser Scanner 2104 Connection Kit (PC Card)
Bar Code Laser Scanner 4004i System (PC Card)
Bar Code Laser Scanner 4004i Connection Kit (PC Card)
Bar Code Wand Card System (CompactFlash CF+ Card)
Bar Code Wand Card System (PC Card)

Socket will add support for additional bar code scanner products. For an up-to-date list of supported products, visit:
www.socketcom.com/barcode.htm

Software Features:
Universal installer
Keyboard wedge
SocketScan configuration applet

Media:
CD ROM

Appendix B **Troubleshooting**

Common Problems

This chapter will describe the most common problems you may encounter while using SocketScan. Please glance through this section before you call Socket Communications for technical support.

PROBLEM: When I run SocketScan, I see the  icon in the system tray and I can't trigger the laser or scan any bar codes.
TRY THIS: The Socket plug-in card is not recognized by your computer. Make sure the Socket plug-in card is seated securely. If the card still isn't recognized, remove it and reseat it. If you are running on battery power on a Windows CE device, be sure to tap **Yes** if you see message that ends by asking :Do you want to use this PC Card on battery power?

PROBLEM: When I scan a bar code I see the laser turn on but no data appears and the light eventually goes out.
TRY THIS: Make sure that the laser beam is not too close or too far from the bar code you are scanning. Practice so you get accustomed the most efficient distance and scanning angle.

PROBLEM: When I press my specified trigger button or key, nothing happens.
TRY THIS: Make sure you programmed the button correctly. To test the button, assign a different program to it and make sure it works properly.

PROBLEM: When I try to program a trigger button on my Pocket PC, SocketScan doesn't appear on the list of Button assignment programs.
TRY THIS: If SocketScan appears on your **Programs** screen but not on the list of Button assignment programs, reset your Pocket PC and try again.

PROBLEM: When I scan a bar code I get two carriage returns even though I programmed only one in the SocketScan **Suffix** box.
TRY THIS: Your bar code scanner may have a carriage return programmed into its hardware. If this is the case, remove the carriage return from the SocketScan **Suffix** box. To download tools for reprogramming your scanner's hardware, visit Socket's web at *www.socketcom.com/collect.htm*.

PROBLEM: I can't make my older Socket scanner work on a notebook.
TRY THIS: Older CompactFlash CF+ versions of Socket's 2104 Laser Scanner Card and Bar Code Wand Card are not compatible with Windows 9x/2K/NT notebooks. Current versions of these CompactFlash-based scanners ship with SocketScan software and work on these notebooks.

How To Contact Socket

If you cannot resolve a technical problem with SocketScan, contact Socket's technical support department. Before you contact Socket, make sure that you have the following information available:

- The serial number of your Socket plug-in card
- Operating system information for your mobile computer (e.g., Windows CE v2.11).
- If you are using your plug-in card with Windows CE, the operating system of your host PC (e.g., Windows 98)
- The brand name and model number of your mobile computer
- How you know SocketScan is not working properly and what you did to try to correct the problem

You can contact Socket the following ways:

- Visit Socket's web site at **www.socketcom.com**
- E-mail questions to **techsupport@socketcom.com**
- Phone Socket technical support department at **510-744-2720** and select **Option 2**
- Send a question by fax to **510-744-2727**

Appendix C **Printing Bar Codes**

Overview

Bar code printers, printing software and labels are available from a wide variety of sources. Your choice of a printer depends on your application. Important factors include label size and type, volume requirements, and portability. You can print labels on general-purpose laser or ink jet printers or on dedicated bar code printers. The cost of these printers can range from a few hundred dollars to tens of thousands of dollars.

Software for printing bar codes includes generic label software with bar code options, dedicated bar code programs that create bar codes for any printer, and device-specific software designed for a specific line of bar code printers. Bar code printing libraries are also available so that bar code printing capability can be added to custom software.

Bar code labels are available in every imaginable size and material. Labels used for shipping need to last only for a few days, while labels used for fixed asset tracking should last for years. Labels used indoors can be made of plain paper, but labels that will be exposed to the weather may have to be metallic or polyester.

Note that a bar code label printed by an ink jet printer may have a limited life because contact scanners can scratch ink off the label.

Software Vendors

The Zebra Technologies web site at *www.zebra.com* offers a free download of the demo version of Zebra's *Bar-One* bar code label program. This software can output to any Windows 9x printer. Zebra sells a full-featured version of Bar-One software for use with Zebra bar code printers.

TAL Technologies offers a program called *B-Code* that can embed bar codes in any Windows document or create a bar code in a standard graphics format such as GIF and JPG. You can download a free, limited-function demo of this program from TAL's web site at *www.taltech.com*.

Many other companies offer software for generating bar codes. Searching the web with the key word "Bar Code" will find hundreds of sites, some of which contain useful information.

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