

Barcode Scanner Troubleshooting Guide

Simple steps to set up your barcode scanner and get it working with Salon Tracker.



Zebra DS2208



Symbol LS2208

Work through the guide in order and stop as soon as the scanner starts working.

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Which scanner do you have?

Salon Tracker works with two scanners. They look very similar, so check which one you have before setting it up. The set-up steps are different.



Zebra DS2208

Shines a **red aiming dot** when you press the trigger. It can read barcodes printed on paper and barcodes shown on a screen.

Set it up: [page 6](#)



Symbol LS2208

Shines a **thin red line** when you press the trigger. It is a laser scanner, so it can only read **printed** barcodes, not barcodes on a screen. May be branded Symbol, Motorola or Zebra.

Set it up: [page 7](#)

NOT SURE WHICH ONE IT IS?

Turn the scanner over and look at the sticker on the underside of the handle. The model number (**DS2208** or **LS2208**) is printed on it.

Now go to [page 4](#) and choose the problem you are having.

What problem are you having?

Choose the option that best matches what is happening, then go to that page.



1. Not sure what is wrong

Start with a quick test in Notepad. It tells you exactly where the problem is.

Go to [page 5](#)



2. New scanner, or it scans but does not press Enter

The number appears but nothing happens until you press Enter yourself. The scanner needs setting up.

Go to [page 3](#)



3. No light and no beep

The scanner does nothing when you press the trigger, or it keeps stopping.

Go to [page 11](#)



4. It scans an extra digit and products are not found

The scanner reads 13 digits and Salon Tracker cannot find the product.

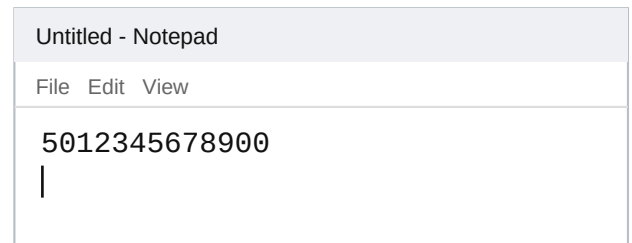
Go to [page 9](#)

Test the scanner

Notepad shows exactly what the scanner is sending to the computer. Use this test before and after any set-up.

1. Scan a barcode into Notepad

1. Click the Windows **Start** button, type **Notepad** and open it.
2. Click inside the Notepad window so the cursor is flashing there.
3. Scan the barcode on any product.



Working: the number appears and the cursor jumps to a new line.

WHAT HAPPENED?

The number appeared and the cursor moved to a new line. The scanner is working. Open Salon Tracker, click in the product or search box and scan again.

WORKING

The number appeared but the cursor stayed on the same line. The scanner is not adding an Enter key.

Go to [page 3](#)

Nothing appeared, and there was no light or beep.

Go to [page 11](#)

The scanner beeped but nothing appeared. Make sure you clicked inside Notepad first, then try again.

Go to [page 11](#)

The number has 13 digits and Salon Tracker cannot find the product.

Go to [page 9](#)

Strange symbols or letters appear instead of numbers. Re-run the set-up for your scanner.

Go to [page 3](#)

Tip: you can also test in Salon Tracker by setting up a new product with a barcode, then scanning it.

Set up the Zebra DS2208

The Zebra DS2208 is set up by scanning one barcode from the sheet that came in the box.

1. Scan the Add an Enter Key barcode

1. Make sure the scanner is plugged into the computer.
2. Find the **Quick Start Guide** that came in the box with the scanner. The barcode you need is on **page 8** of the Quick Start Guide, not in this guide. The barcodes on **page 8** are for the Symbol LS2208 only.
3. Scan the barcode labelled **Add an Enter Key**.
4. Test the scanner in Notepad (**page 5**).



2. Lost the set-up sheet?

Download the [Zebra DS2208 Quick Start Guide](#) and go to **page 8** to find the **Add an Enter Key** barcode. You can print it, or scan it straight from the screen.

SCANNING FROM THE SCREEN?

Zoom in to at least 125% so the barcode is large and sharp, and turn the screen brightness up. Only the Zebra DS2208 can do this. The Symbol LS2208 needs printed barcodes.

SCANNER STILL ACTING STRANGELY?

Scan **Set Defaults** from the same sheet to reset the scanner, then scan **Add an Enter Key** again and repeat the Notepad test.

If there is no light or beep at all, go to **page 11**.

Set up the Symbol LS2208

The Symbol LS2208 is set up by scanning five barcodes in order. They must be printed, as this scanner cannot read barcodes from a screen.

1. Print the set-up barcodes

Choose one of these:

- **A4 printer:** print [page 8](#) of this guide.
- **Receipt printer:** ask Salon Tracker Support for the receipt-size version of the set-up guide. When printing, open **More settings** and choose the receipt paper size.



PRINT AT ACTUAL SIZE

In the print settings, choose **Actual size** or **100%**, not **Fit to page**. Shrunk or blurry barcodes may not scan.

2. Scan the barcodes

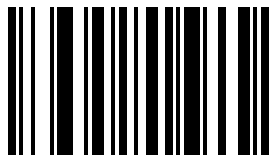
1. Make sure the scanner is plugged into the computer.
2. Scan each barcode **in order, from top to bottom**: 1, 2, 3, 4, then 5.
3. If you get one wrong or lose your place, start again from barcode 1.
4. Test the scanner in Notepad ([page 5](#)).

If the scanner reads 13 digits and products are not found, go to [page 9](#).

Symbol LS2208 set-up barcodes

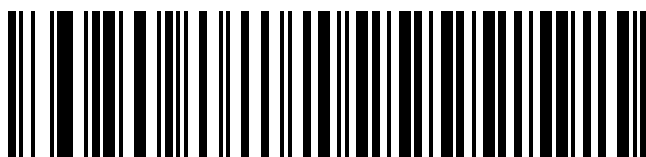
Scan these barcodes in order, from 1 to 5. Print this page at actual size (100%).

1



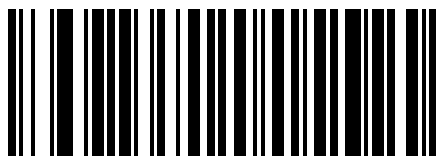
SET DEFAULTS

2



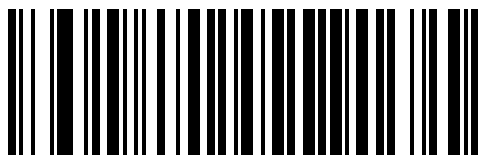
IBM PC/AT and IBM PC COMPATIBLE

3



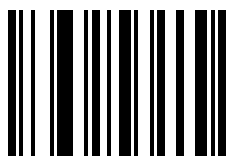
SCAN OPTIONS

4



<DATA><SUFFIX>

5



ENTER

Scanner reading 13 digits?

Some product barcodes are read with an extra digit at the start. This alternative set-up removes that first digit so Salon Tracker can find the product.

ONLY USE THIS IF THE SCANNER IS READING 13 DIGITS

Check first with the Notepad test ([page 5](#)). Only continue if the number has 13 digits and Salon Tracker cannot find the product. This set-up is for the Symbol LS2208.

1. What the alternative set-up does

Before		After
File Edit View		File Edit View
5012345678900	>	012345678900

It resets the scanner, removes the first digit of every barcode it scans, and adds an Enter key at the end. Example numbers only.

2. Scan the alternative barcodes

1. Print [page 10](#) at actual size (100%).
2. Scan barcodes **1 to 5 in order**. If you lose your place, start again from 1.
3. Repeat the Notepad test. The number should now have 12 digits and the cursor should move to a new line.
4. Scan the product in Salon Tracker to check it is found.

WANT TO UNDO IT?

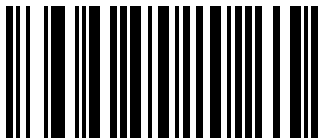
Scan the standard set-up barcodes on [page 8](#). They start with Set Defaults, which resets the scanner.

Alternative set-up barcodes

Only use these if the scanner is reading 13 digits. Scan in order, from 1 to 5. Print this page at actual size (100%).

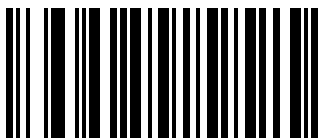
1

Set Factory Defaults



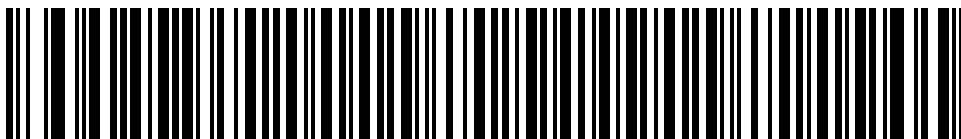
2

Erase All Rules



3

Begin New Rule, 1. Skip Ahead <1>, 2. Send All that remains



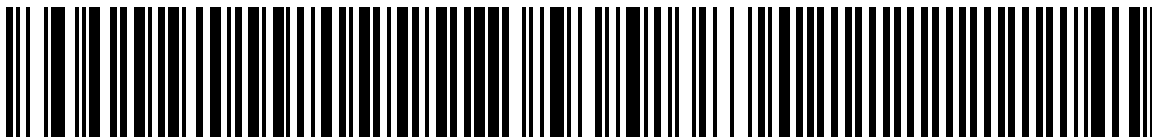
4

3. Send Extended Key <Enter>, Save Rule



5

Configuration File



Scanner not responding?

If the scanner shows no light and makes no sound, or keeps stopping, check the connection first.

1. Reconnect the scanner

1. Close Salon Tracker.
2. Check the cable is fully plugged in at both ends. On most scanners the cable also clips into the bottom of the handle.
3. Unplug the scanner from the computer and wait 5 seconds.
4. Plug it into a different USB port, directly on the computer if possible.
5. Press the trigger. You should see a red light.
6. Open Notepad and try the test again ([page 5](#)).



2. Check whether you are using a powered USB hub

If the scanner is plugged into a USB hub, the hub needs its own power supply.

- | | |
|-----------------------|--|
| Powered hub: | Has its own mains power adapter that plugs into the wall. The scanner should work through a powered hub. |
| Unpowered hub: | Only connects to the PC by USB and has no separate power adapter. The scanner may not get enough power. |
| What to do: | Plug the scanner directly into the PC, or use a powered USB hub instead. |



Recommended powered USB hub

[View on Amazon](#)

LIGHT AND BEEP, BUT NOTHING APPEARS?

Make sure the cursor is flashing in the box you want the number to go into before you scan. The scanner types into wherever the cursor is, just like a keyboard.

Still no light or beep on any USB port? Go to [page 12](#).

Still not working?

If you have completed the previous steps and the scanner is still not working, please contact Salon Tracker Support so we can take a closer look.

Contact Salon Tracker Support

Support Chat

salontracker.co.uk/help

Telephone

0113 350 8230

What we can check

Our Support Team can check the main areas that affect the barcode scanner, including:

- The scanner's connection to the PC
- Whether the scanner is set up to add an Enter key
- Whether your products have the right barcodes saved
- Scanning into Salon Tracker



Before you contact us

Please let us know what happened during these checks. It helps us fix the problem faster.

- Which scanner do you have: Zebra DS2208 or Symbol LS2208?
- Does the scanner light up and beep?
- What happened in the Notepad test?
- Did you scan the set-up barcodes, and which ones?
- Did you try a different USB port, or plug in directly rather than through a hub?

TIP

If possible, have Salon Tracker open and keep the scanner and a product with a barcode nearby. This means we can begin checking the issue straight away.