

Follett 6300 Wireless Scanner - Troubleshooting and Re-Pairing Steps

Friday, November 18, 2022 12:01 PM

Follett 6300 Cordless Scanner



Here are several steps to take when troubleshooting these scanners. Start with step 1 and continue until the problem seems to be resolved.

1. Make sure all cables are plugged in properly to the cradle, the computer, and a power outlet. This document has pictures showing how they should be plugged in: [Follett 6300 Cordless Barcode Scanner – Cable Connection Guide](#)

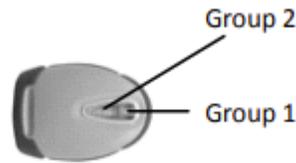
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If you find a problem with any of these, correct it, and then place the scanner into the cradle for a few seconds, and test again to see if that resolved the issue.

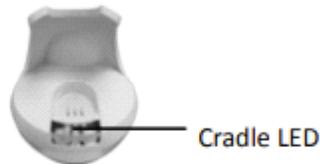
- a. If it was an issue with the power cable, the scanner may need to recharge in the cradle for a few minutes before you can start testing or using it.
 - b. If the problem was with the connection to the computer, you may need to reboot the computer after correcting the connection.
2. Unplugging the cables from the cradle for a few seconds and then plugging them back in, then placing the scanner in the cradle can sometimes reset the cradle and get it working again.
 3. If it seems the scanner is successfully scanning barcodes but they are not being sent to the computer, try plugging the USB cord from the cradle into a different USB port on the computer. I've found that for whatever reason some USB ports on some computers just don't work with these scanners, and if you switch to a different port it will suddenly work.
 4. Page 17 of the Quick Reference Guide has a key to the various light indicators on the scanner and the

cradle, which can help you figure out what the issue might be. (A printed copy came with the scanner, or you can download a digital copy here: [Follett 6300 Cordless Barcode Scanner – Quick Reference Guide](https://www.follett.com/resources/quick-reference-guide)
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Visible Indicators



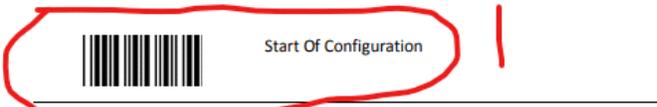
LED Status		Indication
Group_2	Group_1	
	Blue Flashing	Waiting for radio connection (flash time 0.5s : 0.5s).
	Blue fast Flashing	Radio connecting.
	Blue Slow Flashing	Device connected (flash time 0.03s : 3s).
1 Blue Flashing		A barcode was decoded successfully
Blue Fast Flashing		Data transmission
	Green Flashing	Charging mode
	Steady Green	Battery fully charged
Steady Red		Programming mode
Red flashing slow (with continuous beep sound)		Low battery warning
Red flash twice (with 2 beep sound)		Very low battery warning



LED Status		Indication
Red steady and blue continuous flashing		Cradle is radio disconnected and power from DC adaptor is lost.
Steady red and blue		Cradle is radio connected. But lost DC power from the adaptor.
Red and blue interchange		USB Interface communication failed.
Steady blue		Cradle is radio connected.
Blue flashing		Cradle is radio disconnected.

5. One of the most common problems is that the scanner and the cradle need to be re-paired. Here are three fixes for that - try the first one, and if it doesn't solve the issue, move on to the second one, then the third one.
 - a. Easiest fix, if it works:
 - i. Pick up the cradle and on the underside of it you should see a barcode label that says "ST Address" or something like that – scan that barcode with the wireless scanner.

- ii. There should be some flashing and beeping, and then hopefully they will pair up. You may want to place the scanner in the cradle for a few seconds after doing this, and then pick it back up and test if it scans and sends the numbers to your computer.
- b. If the steps in "a" above didn't correct the problem, on p. 24 of the ["Quick Reference Guide"](#) you may need to enable "Cradle Host Mode" – you scan 4 things to do this:
- i. Scan "Start of Configuration"
 - ii. Scan "Cradle Host mode enable"
 - iii. Scan "End of Configuration"
 - iv. Scan the barcode on the underside of the cradle as described in "a" above, and then place the scanner in the cradle for a few seconds before testing to see if it scans and sends numbers to your computer.

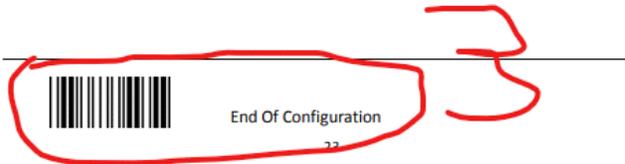


Cradle Host Mode

1. Connect the cradle and the computer. Please make sure the cradle LED is flashing blue indicating it's not linked to any scanner. If the LED shows steady blue, the cradle is already paired to another scanner so you must unpair the scanner before continuing.
2. Power on the scanner and enable cradle host mode if necessary. To enable Cradle Host mode, scan the following barcodes: Start Of Configuration, Cradle Host mode enable, then End Of Configuration.



3. Use the scanner to scan the pairing barcode at the bottom of the cradle to begin pairing. 3 short beeps will be heard.
4. The LED indicator on the scanner will flash blue rapidly indicating search mode in process. The LED on the cradle becomes steady blue when the pairing is successful.
5. Scan the label of the corresponding host interface the cradle is using in System Settings to begin using the scanner.



c. if the steps in "b" above didn't correct the problem, you can additionally try this on p. 23 of the Quick Reference Guide

- i. Scan "Start of Configuration"
- ii. Scan "Return scanner to factory defaults"
- iii. Scan "End of Configuration"
- iv. Scan "Start of Configuration"
- v. Scan "Return cradle host to factory defaults"
- vi. Scan "End of Configuration"
- vii. Try the steps in "b" above again.



Start Of Configuration

System Settings



Return scanner to factory defaults



Return cradle host to factory defaults



Return to USB default
(Communication cradle link required)



Return to wand emulation default
(Communication cradle link required)



Return to RS232 default
(Communication cradle link required)



IBM PC/AT/PS2 keyboard emulation
(Communication cradle link required)



Return as USB-virtual COM port default



Return to stand-alone keyboard default



Return as OPOS port default



Abort (exit programming mode without any updates)



End Of Configuration

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6. If none of the above troubleshooting steps resolve the problem, or if the problem returns after you have moved the scanner, it may be that one or both of the cables has gone bad and needs to be replaced. Josh Whiting has replacement cables available that can be sent to you for testing. You can also schedule with Josh for him to come do additional troubleshooting of your scanner at your school and test replacement cables.