

Two-Dimensional (2D) Vaccine Barcoding Pilot Immunizer Training: Troubleshooting Guide and FAQ

Troubleshooting Guide

1. The scanner does not scan consistently.

- Please verify that a red beam of light is visible when a vial is placed underneath the lens (in mounted mode). If a red beam is not visible, verify that the scanner is securely attached to the computer.
- Confirm that the scanner lens is clean. If you are not sure, clean the scanner lens with an alcohol prep pad or a moist clean cloth and then dry with a clean cloth. Water droplets severely degrade scanning efficiency.
- Check the scanner lens to see if it is scratched. If so, it will need to be serviced/replaced. Please call Motorola directly (materials will be in your support package) or call the Technical Support number listed at the bottom of this document or on the base of your scanner.
- Try to scan the barcode with another scanner (that we have provided you). If successful, then the problem is with the first scanner and it should be serviced.

2. I have to move the vial for 2-3 seconds before it scans.

- Verify that the distance between the vial and the scanner lens is between approximately 4" and 5". With some practice, you will naturally find the appropriate distance.
- While scanning, slightly rotate the vial along its length, it increases the scanning consistency.

3. Sometimes, the scanner has trouble reading barcodes.

- Manufacturers have ensured readability of vaccine barcodes in terms of barcode label quality. However, if you still have trouble reading certain barcodes please call or email Technical Support using the contact information on the bottom of this document or on the base of your scanner.
- If you need to reconfigure your scanner to a different system (EMR and/or IIS) and have trouble reading the scanner configuration barcodes provided to you, repeated copying might have degraded the barcode quality. Try printing a fresh copy from the electronic copy that we have provided and then scan.

4. I work in a brightly lit room (or a dark room) and sometimes have trouble scanning barcodes.

- Avoid direct sunlight on vials while scanning; try blocking the sunlight with your non-scanning hand, if required.
- Avoid scanning in very dark rooms.

Frequently Asked Questions

1. Will the scanner be damaged if it gets wet?	The sealed casing of your scanner protects it from minimal amounts of moisture. However, it should not be sprayed or immersed in liquid.
2. Will the scanner be damaged if dropped on the floor?	The scanners are expected to survive a free fall of 6' on a hard concrete floor. However, we encourage you to position it away from workplace settings that could damage its internal parts.
3. Do I have to detach the scanner before shutting down my computer?	No, you do not need to unplug or detach the scanner before shutting down your computer.
4. Can I detach the scanner any time or do I need to do something special first, such as a safe stop?	While it is advisable to "Safe Eject" attached devices, the scanners have not been shown to be adversely impacted if unplugged without doing so.
5. Can I attach the scanner to my computer at any time or does it have to be attached at/after start up?	You can attach your scanner anytime. As soon as the computer starts up, you will hear a 3-beep tone that indicates the scanner is now recognized by your computer.
6. I don't like this scanner; I used a different type at the hospital or at my last job. Is it possible to switch?	Scanners were chosen to accommodate pilot participant needs and were purchased en masse. Unfortunately, we were unable to foresee the individual needs of each practice and are unable to change the scanner(s).
7. I followed the troubleshooting tips but am still encountering problems while scanning, who should I call?	Please call or email Technical Support using the contact information on the bottom of this document or on the base of your scanner. We will analyze the problem internally and route it to the appropriate personnel, who will then proceed with resolution steps.
8. We are changing our office workflow, relocating our scanning site, or changing the computers used to scan barcode data (where the EMR software resides). Who should I call?	Please call or email Technical Support using the contact information on the bottom of this document or on the base of your scanner. We will ensure that the right level of support is provided to you.
9. What are the software requirements and how does the system actually work?	No additional software is required, nor is there a "system" that is being added to yours. The scanner works in place of a keyboard. The user needs only to put the cursor on the field before scanning. The scanner is configured to read the 2D barcode from the vial and populate the Lot# and Expiration Date fields into an EMR or IIS system.
10. Will the scanner be configured for both my IIS and EMR?	Yes, as long as the EMR and IIS have the data fields to capture Lot# and expiration date, the scanner should work with both systems. In some EMR and IIS systems, the Lot# field is a drop down menu and the Lot# is appended by other fields, e.g., 12345Y MCK 12302012. In such cases, scanning the 2D barcodes will not populate the right data fields and cannot be used.