Frequently Asked Questions about your Scanner

"I am downloading Webpush and I do not see my scanner model listed in the options on the wizard. Which one should I pick?" Are you using the Opticon scanner? If so, you should select the "CS15xx Hummingbird" scanner as your model.

"My Opticon/Hummingbird scanner is not scanning." Is the laser light coming out? If it is, try holding down the scan button for 10-15 seconds. The light on top should flash green and then red and then the scanner should "beep". Let go of the scan button and try scanning a label.

"The barcodes are not clearing out of my Opticon scanner." Hold down the smaller button for 10-15 seconds until the scanner beeps. This clears the scanner of any barcodes. Holding down the larger "scan" button mutes the scanner.

"The Webpush program tells me 'No barcodes received' when I try to process my order. Is my scanner broken?" No, most likely the computer is having trouble communicating with the scanner. This is most commonly caused by the cord being unplugged from the computer between uses or the driver not being installed. Go to the File menu, select "Options" and click on

. If you receive a message saying that the scanner was found, you can click "OK" and process your order. If you receive a message saying the computer could not locate the scanner on any COM port, reinstall the driver and then try this again.

"My scanner is not holding a charge." For the IM580 and IM630 model scanners (unless you transmit and charge via cradle) you need to have the computer cord and a power adapter to charge the scanner. For the IM580 model the power adapter will connect to the computer cord on the back of the 9-pin connection. For the IM630 the power adapter will connect to the computer cord on the back of the USB connection.

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800-558-2808

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