

Jolly Technologies

USB Barcode Reader – Technical Help

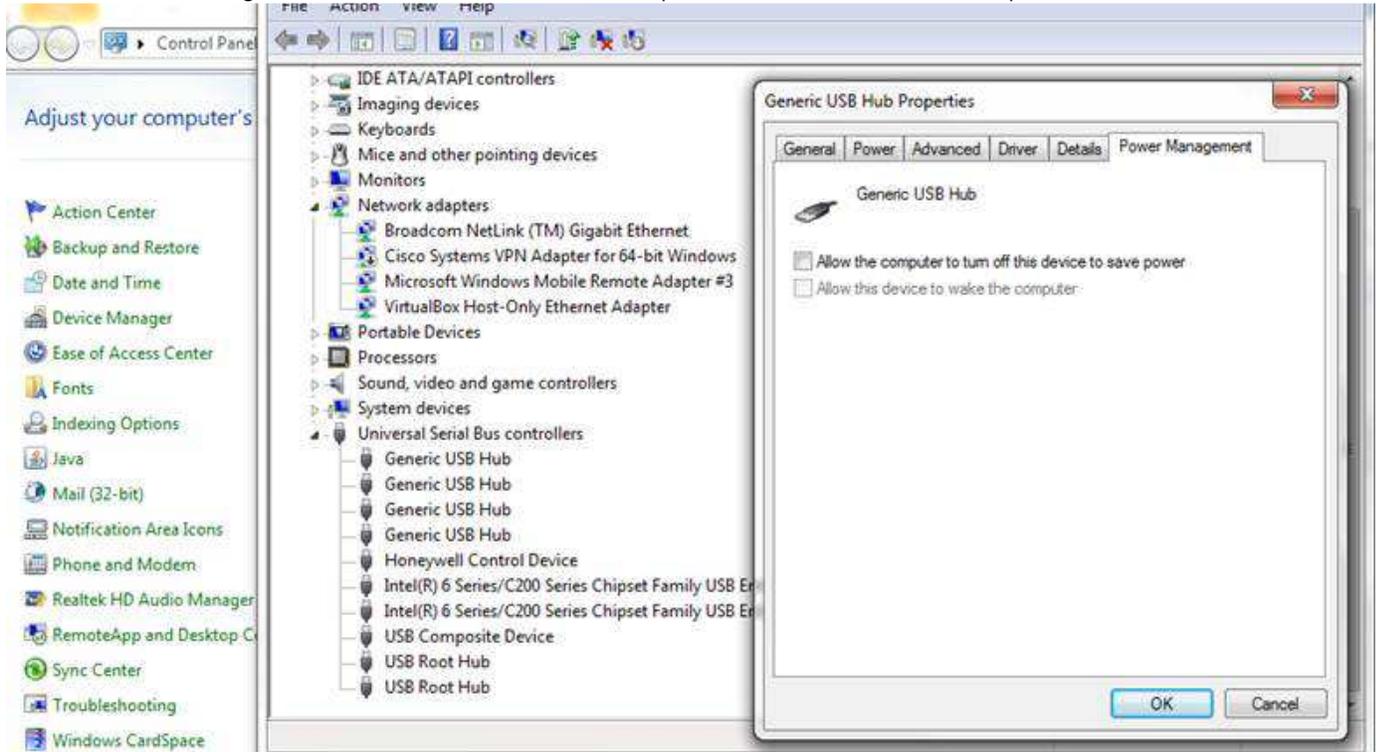
Problem: Customer has issues where an input device (barcode reader, SnapShell) ‘drops out’ or ‘goes to sleep’ after a period of time.

1.) Computer Device Power management

Control Panel > Device Manager > Universal Serial Bus controllers > Generic USB Hub (may be others as well)

Use a right click and select properties.

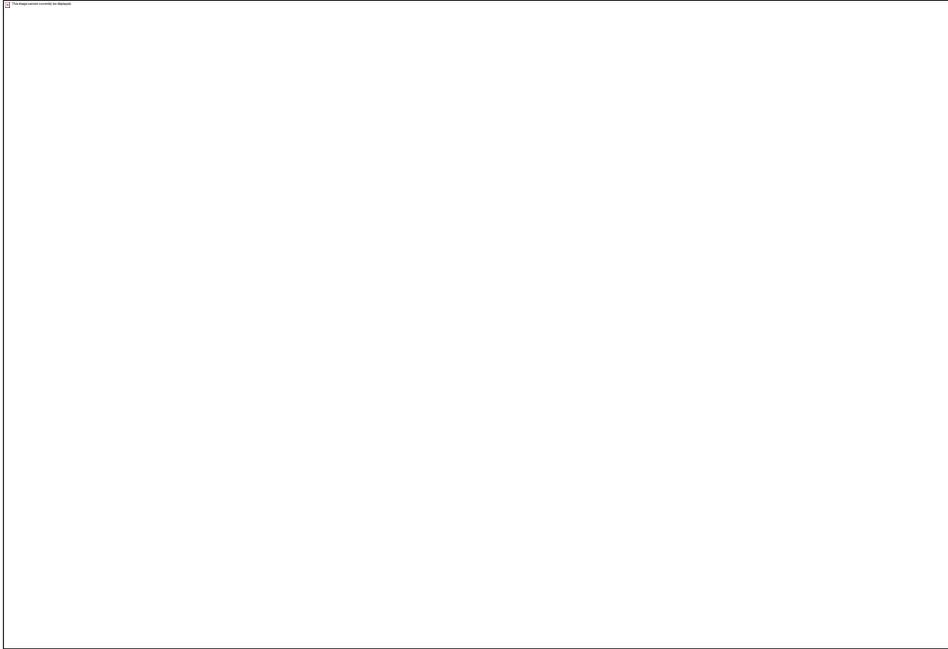
Under Power Management Tab make sure that ‘Allow the computer to turn off this device to save power’ is unchecked.



2.) Control Panel > Power Options > Change Plan Settings (for the currently used plan) > Change Advanced Power Settings >

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In this dialog box expand the 'USB settings' and 'USB selective suspend setting' and verify or change if needed that the Setting is set to 'Disabled'.

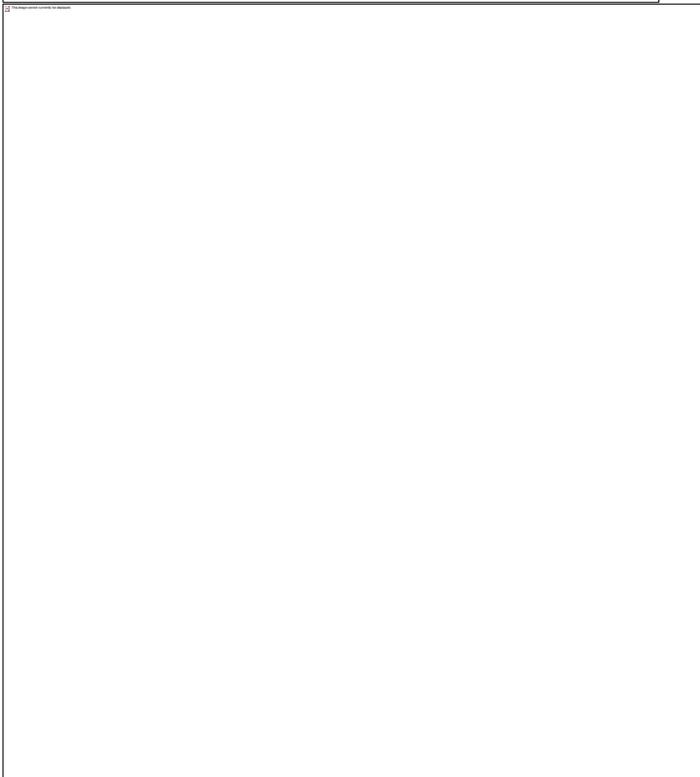
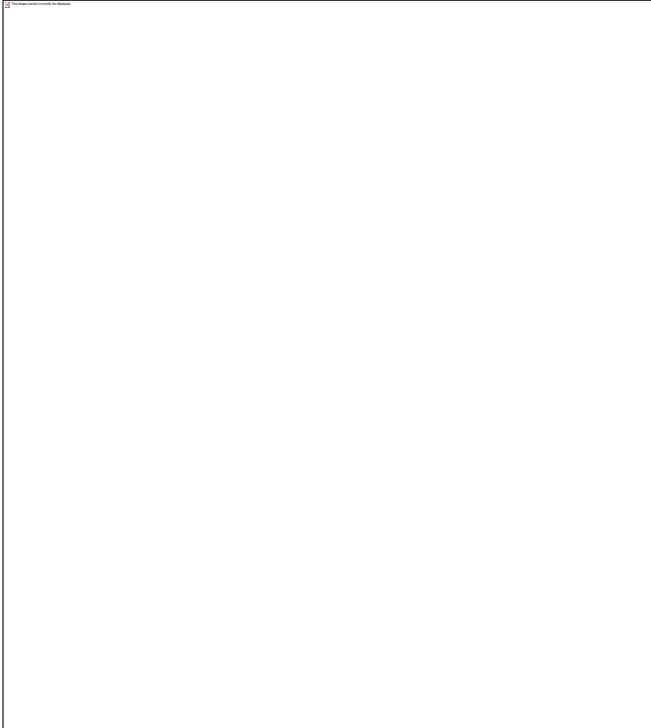
This setting is across all USB hubs; but I recommend verifying both the device and this power management.

3.) Control Panel > Device Manager > Universal Serial Bus controllers > Generic USB Hub (may be others as well)

Under the Power Tab you can view data about the USB hub. In this example it informs you that the hub is self-powered and power available is 500 mA per port.

This is a standard power shown, but sometimes you may have lower values. Anything with lower values may not provide enough power for items such as a SnapShell or other device that draws its entire power supply from the USB port. In the second photo you see the SnapShell attached. It shows that the SnapShell requires 400 mA and my HID Keyboard Device draws 100 mA as well. This completely uses the 500 mA provided on that USB Hub so any further devices would not be advised.

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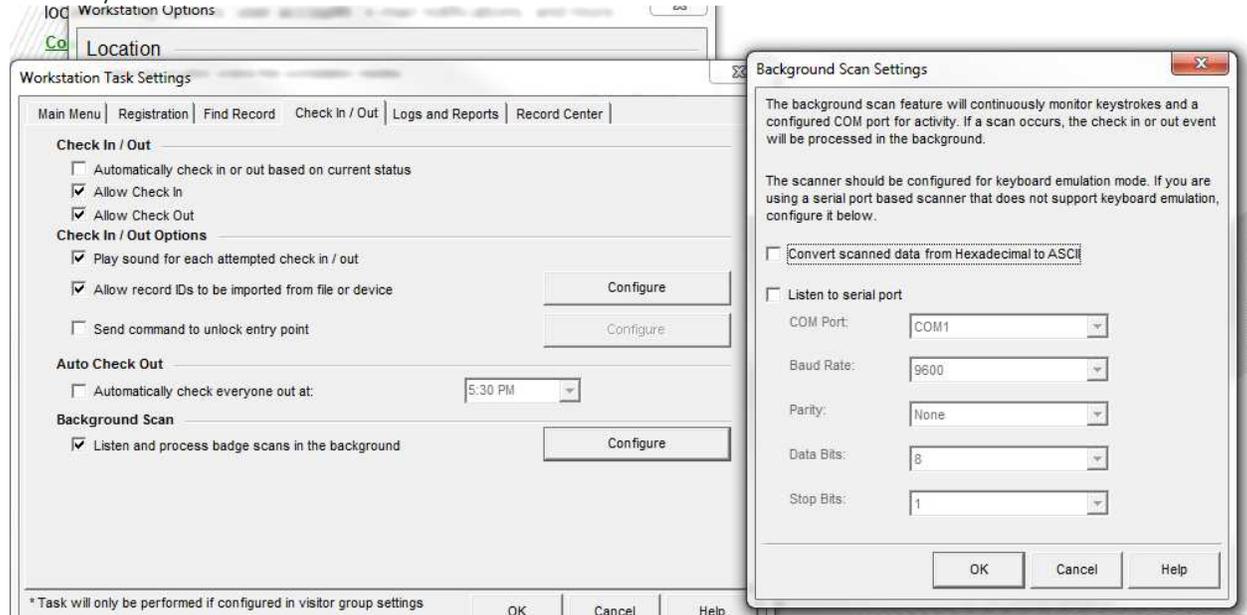
This is usually an issue because USB ports on the front or back of the device are shared from a common hub inside the computer. Example there may be 4 USB ports shown on the front, but all of those ports are drawn from 1 USB hub inside. This varies per computer which is why it's usually suggested to try different ports, or use the ports on the back when speaking with technical support.

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If the device power requirements are very close get the customer to use a 'self-powered USB hub'. These are usually 4 or 7 port and can be purchased at local office supply stores such as Staples, Office Depot, etc.

These usually have up to a 2000 mA power supply and can easily power these devices. Just make sure to disable the power management for that hub as in #1 again.

- 4.) The next option is to go to the manufacturer's website and look for a tool usually called 'Com port emulation'. This tool will let a USB barcode reader be treated internally as a com port (serial) device. After using this tool you will need to adjust the com port settings to match the device under Main Menu> Setup > Configure Workstation Options > Configure > Check In /Out tab - and click on Configure next to Background Scan. In this screen enter the correct serial port settings and save this option. Now the device should be directly inputting data via the 'virtual serial port' into Lobby Track.



- 5.) If you have further issues attempt to use the device on another computer and follow the settings shown above. If the problem persists there may be an issue with the hardware and you should contact the manufacturer for further instructions.

Hope this helps!

Thank you,
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