

TCPIP Error 100065 PPT8846:

This Error is usually related to Signal Strength. Try these solutions to solve your problem.

There are 2 models of PPT8846 a 6 Key and a 14Key.

Re-booting the 14key PPT8860:

1. Press on the Enter + Function + Yellow trigger button on the top right hand side. All buttons must be pressed at the same time. If you have done this correctly you will see a Symbol PPT8800 Screen.



Re-booting the 6key PPT8860:



1. Press on the Enter and Half Moon icon as well as the Yellow trigger on the top right hand side. All buttons must be pressed down at the same time. If you have done this correctly you will see a Symbol PPT8800 Screen.

Log back into your Scannabar software and you should be right where you left off. If your session was over just click save and your session should save.

If this did not resolve your problem please move onto the next solution.

You will now need to check your Wireless Status to make sure you have a wireless connection and an IP address.

Re-booting the 14key PPT8860:

1. Press on the Enter + Function + Yellow trigger button on the top right hand side. All buttons must be pressed at the same time. If you have done this correctly you will see a Symbol PPT8800 Screen.

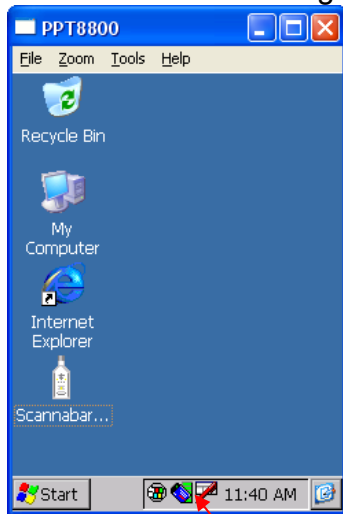


Re-booting the 6key PPT8860:

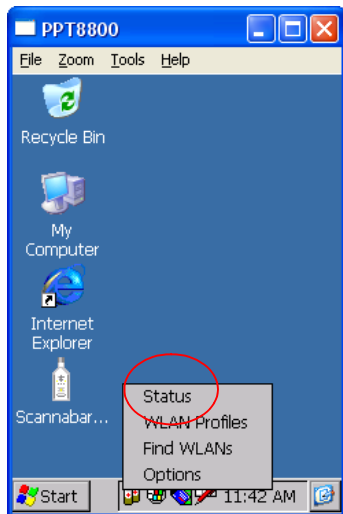


Press on the Enter and Half Moon icon as well as the Yellow trigger on the top right hand side. All buttons must be pressed down at the same time. If you have done this correctly you will see a Symbol PPT8800 screen.

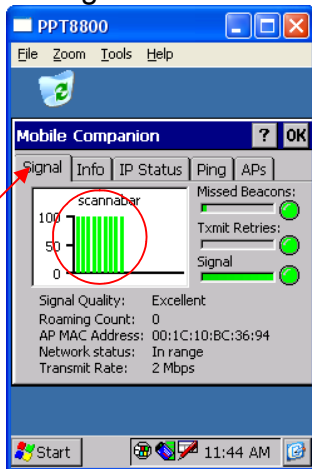
2. You will now click on the icon at the bottom of the screen it will be located in the middle or bottom right hand corner. In this example it is located in the middle.



3. Click on the Status button.



4. In the screen that opens you will be able to verify your Signal Strength under the signal tab.

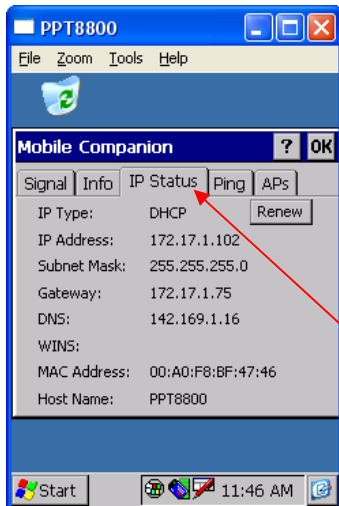


Walk to your closest wireless antennas you should see full green bars here.

If you do not see signal please unplug and re-plug the electrical power to the antennas.

Once you have your signal strength the second thing to verify we have a proper IP address.

IP address under the IP Status tab:



What we are looking for here is whether we have a Static or DHCP address. Once we see that we should see an address populate the IP address field. If you see 0.0.0.0 then you are not properly setup on your network and will need to contact your Network administrator to setup your Handheld Scanner.

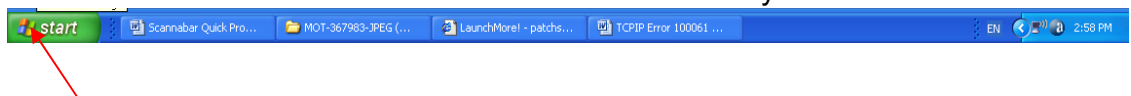
Please note Scannabar cannot aid you on this matter unless you have spoken to or are the person who setup the Wireless network. Information Scannabar would need to help you on this matter are:
SSID (network name)
Encryption Security code
IP Address of the Handheld Scanner, Host PC and Network.

If this did not resolve your problem please move onto the next solution.

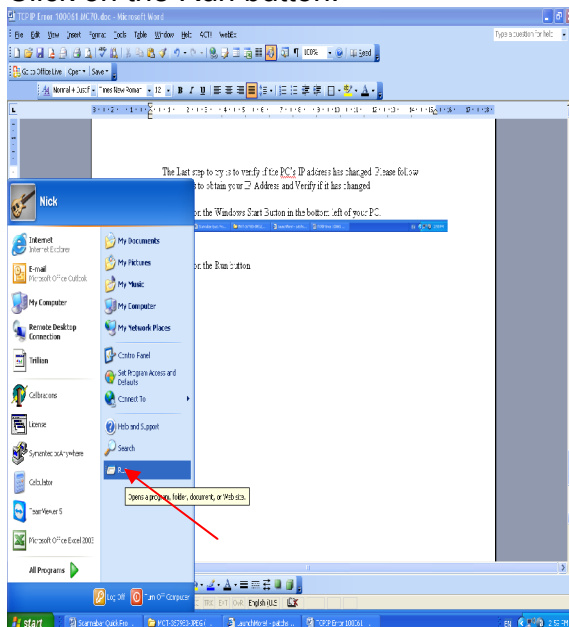
Now you will need to check the IP address under your Scannabar program on the Handheld. This must match the IP address on your Scannabar PC.

First lets check for your PCs IP address.

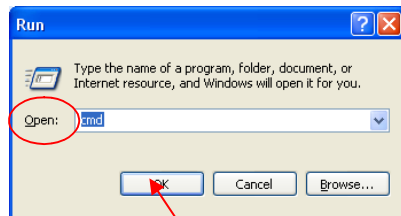
1. Click on the Windows Start Button in the bottom left of your PC.



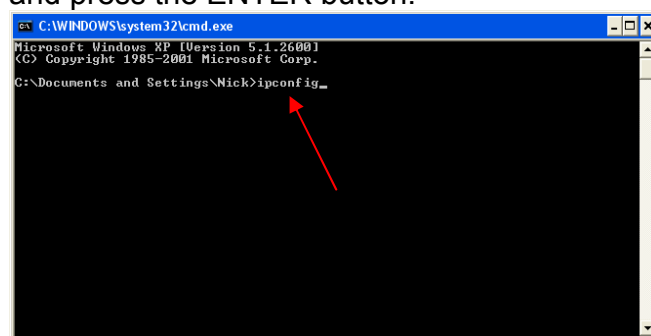
2. Click on the Run button:



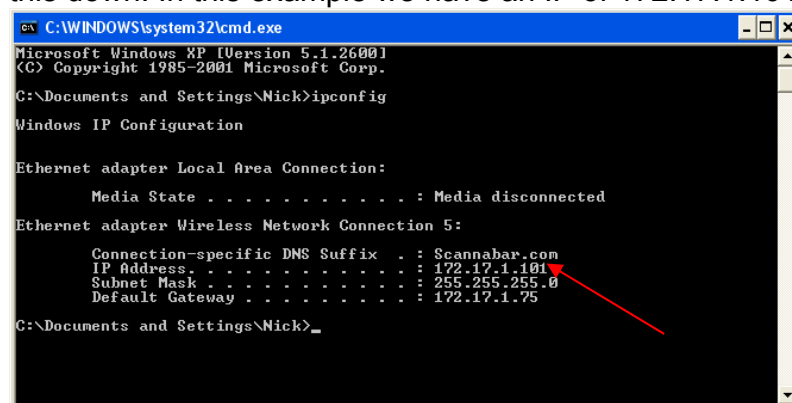
3. The Run box should open up. In the Open field type CMD or COMMAND and click OK



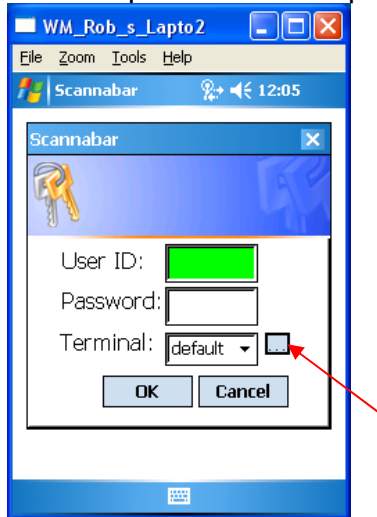
4. This will open a Dos screen. In the Dos screen type the word IPCONFIG and press the ENTER button.



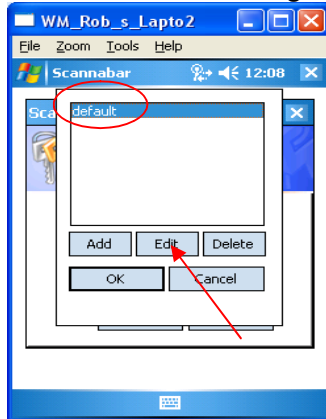
5. This will now display the IP address currently assigned to your PC. Write this down. In this example we have an IP of 172.17.1.101



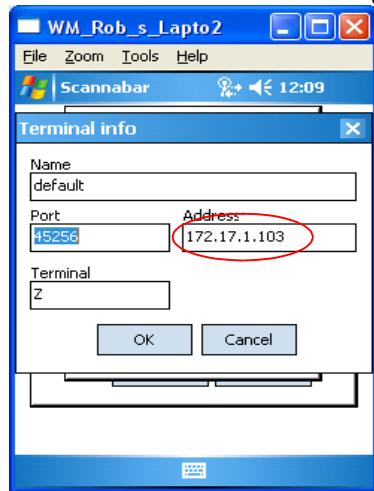
6. You must now check on the handheld software to make sure this number matches up. Go to the Scannabar icon on your Handheld Scanner. Click on the square with the 3 points next to Terminal



7. In the new screen highlight your terminal name and click the Edit button.

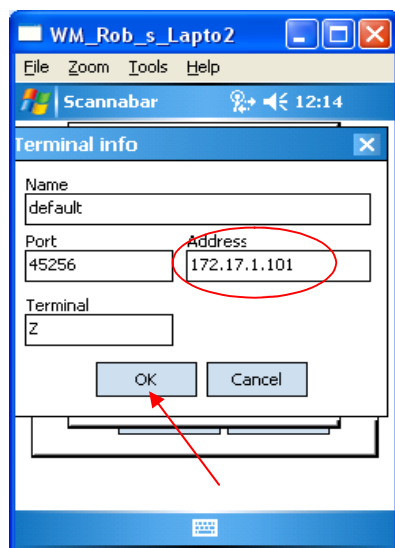


8. In this screen the only field you need to verify or change is the Address field. Leave all other settings as they are.



9. Make sure the Address field matches the PC IP we obtained earlier. If they do not please make the necessary changes. In this example we see the address as 172.17.1.103 and our PC was 172.17.1.101.

10. Once the change has been made. Click Ok, and Ok again.



11. You should now be able to log into your Handheld Scanner.

If this did not resolve your problem please call one of our Solutions providers@1-800-939-8960 Ext: 2

