

Advantech AE Technical Share Document

Date	2018 / 04 / 16	Release Note	<input type="checkbox"/> Internal <input checked="" type="checkbox"/> External
Category	<input checked="" type="checkbox"/> FAQ <input type="checkbox"/> SOP	Related OS	Windows 10
Abstract	AIM-37 Barcode Scanner Can't Work after Un-dock AIM-P701.		
Keyword	AIM-37, Barcode Scanner, AIM-P701.		
Related Product	AIM-37, AIM-P701.		

■ **Problem Description:**

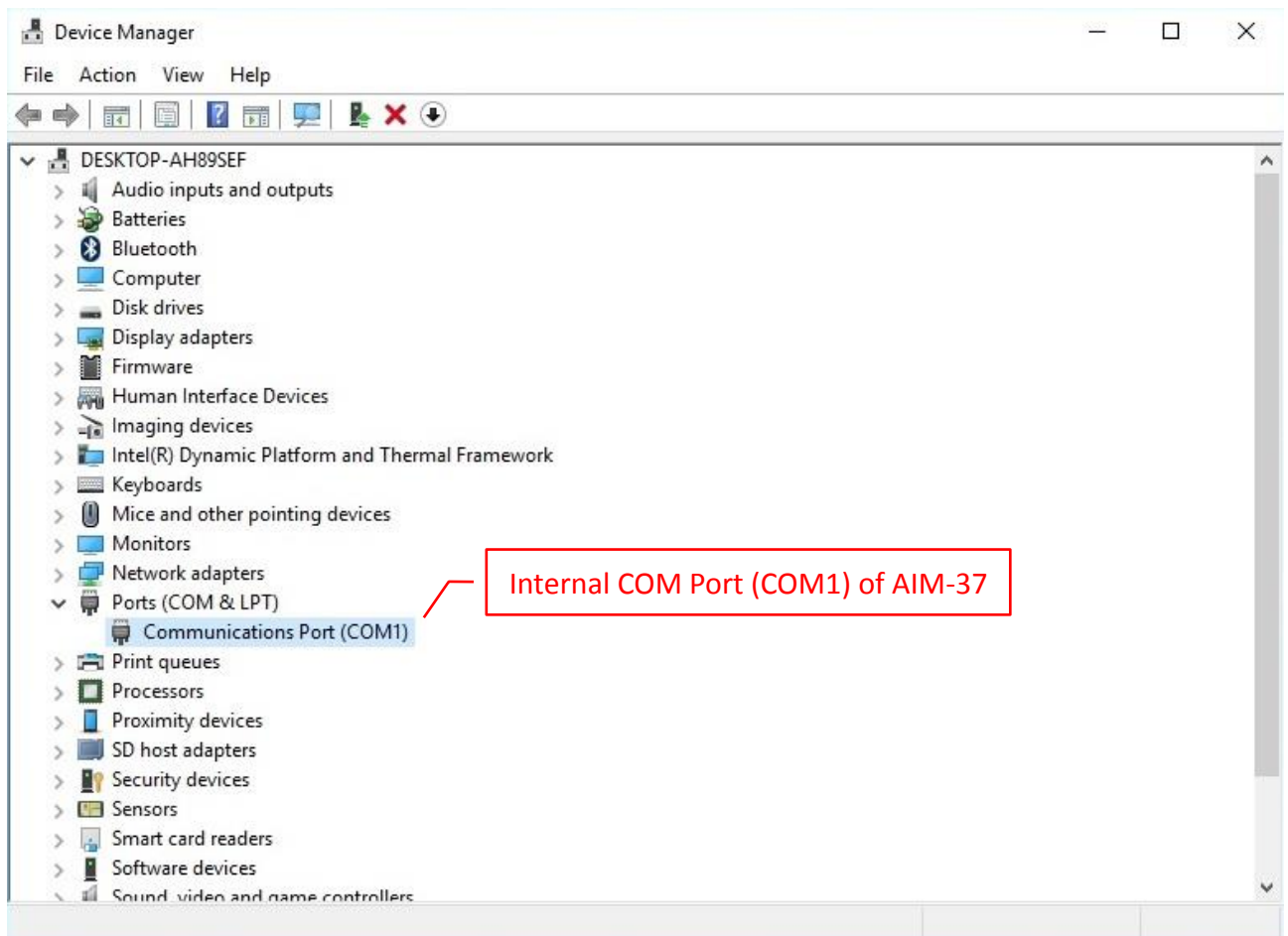
AIM-37 barcode scanner can't work after un-dock AIM-P701.

■ **Problem Analysis:**

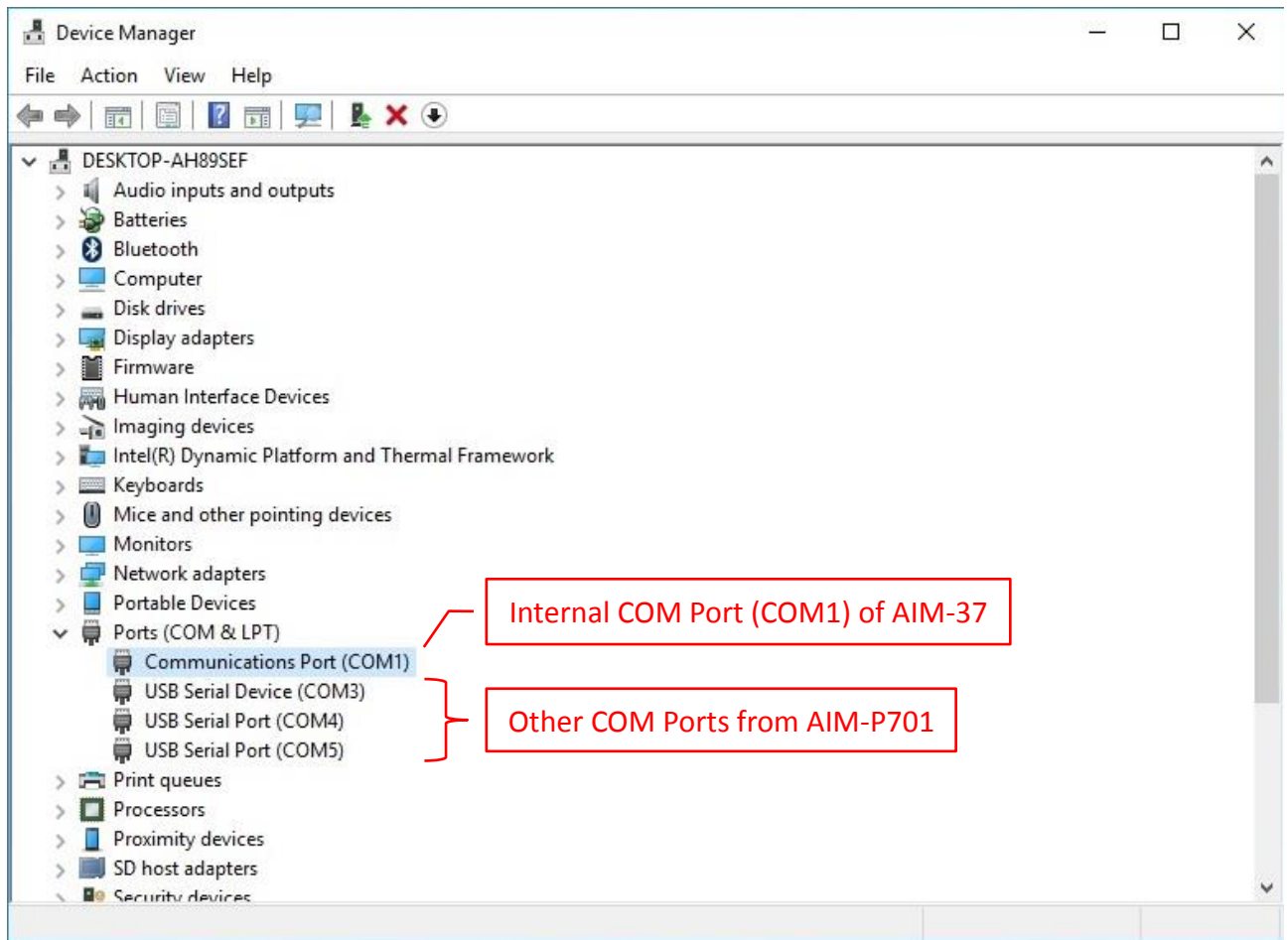
The barcode scanner of AIM-37 adopts **USB Port**, which can be directly used without any driver. Nonetheless, if just un-dock AIM-37 from AIM-P701, **USB Port of barcode scanner** may be interfered by it.

The problem can be analyzed from **Ports (COM & LPT)** in **Device Manager**:

1. Before dock AIM-37 at AIM-P701, there is an **internal COM Port** in AIM-37 initially (the **internal COM Port** in the example is **COM1**).



2. After dock AIM-37 at AIM-P701, **Device Manager** will automatically refresh and show up **other COM Ports** from AIM-P701.



3. When un-dock AIM-37 from AIM-P701, **Device Manager** should automatically refresh to make **Ports(COM & LPT)** remain only **internal COM Port (COM1)** as initial status.

However, if **Device Manager** doesn't automatically refresh and still remain **other COM Ports** from AIM-P701, AIM-37 may confuse to detect devices, and also make **USB Port of barcode scanner** not work.

■ **Brief Solution - Step by Step:**

1. Press **refresh icon** to refresh **Device manager**.



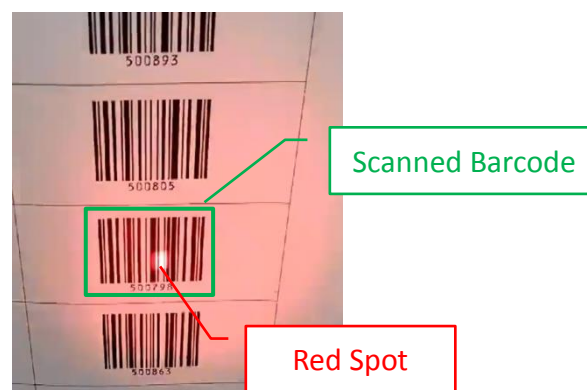
2. If it still can't work, dock AIM-37 at AIM-P701 and un-dock again, in order to make **Device manager** automatically refresh and detect **USB Port of barcode scanner** one more time.

✧ **Note**

- When undock AIM-37 from AIM-P701, in order to protect its **Ground Pin**, it is recommend to un-dock straight up and down, instead of rotating.



- When use AIM-37 to scan barcodes, ensure that the red spot from barcode scanner aims to scanned barcodes.



■ **Contact Window and File Link:**

If you have any questions, please contact Gene.Lo #7187

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