DR2: The scanner reads a barcode and beeps, but nothing is sent to the application

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Symptom: When pressing the scanner buttons, the red light comes on, and if a barcode is scanned, the unit beeps and the light goes off, but no data is sent to the application.

In the notification bar at the top of the screen, the ScanService icon has a red X on it.

Cause: The ScanService applet is running, but in the background, the Scan2Key service is turned off.

Resolution: Pull down the notification bar, then tap ScanService. Press the physical Menu button located below the screen. On the menu that appears, tap Scan2Key Setting, then Turn On/Off, and set it to On.