



[Knowledgebase](#) > [Hardware](#) > [Scanners](#) > [My Laser scanner only emits a single red dot when I pull the trigger](#)

My Laser scanner only emits a single red dot when I pull the trigger

Internal User - 2017-04-10 - [Scanners](#)

The motor that turns the mirror that reflects the beam maybe damaged or stuck. Give the scanner a light tap to free the mirror, otherwise contact tech support at 866.547.9277. The scanner will probably need to be returned for repair.