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WCS3900 or WCS3905: scanner's beam comes on but no barcodes are read (PS/2 keyboard connection)

Internal User - 2017-05-12 - [WCS3900/3905/3950](#)

Shut the PC all the way off.

Remove the scanner from the 'loop' completely - unplug its cable from the keyboard and system. Connect the keyboard normally.

Power on the PC normally.

With the PC running, connect the scanner to the PS/2 keyboard port and the keyboard to the other end of the scanner's wire.

Scan Factory Default from page 6.

Reboot the PC - try scanning normally.

This applies to both the WCS3900 and WCS3905.

Related Content

- [Scanner User Manuals, Programming Reference Guides, Quick Reference Guides, Quick Start Guides \(multiple models\) manual](#)