

WDT60: When the Scan button is pressed, the laser doesn't come on

Scott Leonard - 2017-04-10 - [Hardware](#)

Sometimes software (e.g. terminal emulation) takes over the scan engine and prevents the laser from operating. Other times, there is a hardware problem.

Troubleshooting the WDT60 (or DT60): First synchronize any data from the device to the PC database. After each of the following steps, test by pressing the Scan button to see if the scanning laser comes on.

1. Cold boot (Programs & data remain intact):

Remove battery, press button in battery compartment (right side middle) for about 1 second, replace battery. Device should boot with a few messages, then it should say Cold Boot, device boots after a few moments.

2. Decoding applet, restore to factory defaults:

Start, Settings, System, Decoding.

Settings button, Factory Defaults.

3. Clean boot (erases all user configuration and files):

Press and hold the orange, blue, and red phone buttons. After the screen goes black, before the Wasp splash screen appears, press and hold the 0 and the red phone keys. A dialog will appear asking for confirmation (in orange letters across the Wasp logo; it can be hard to read). Press the ENT key to confirm.

If the laser still does not come on after these steps, that indicates a hardware issue, and the device would need to be sent in for repair.