

HHP 3800G14E



Unpacking the Imager

After you open the shipping carton containing the 3800g, take the following steps:

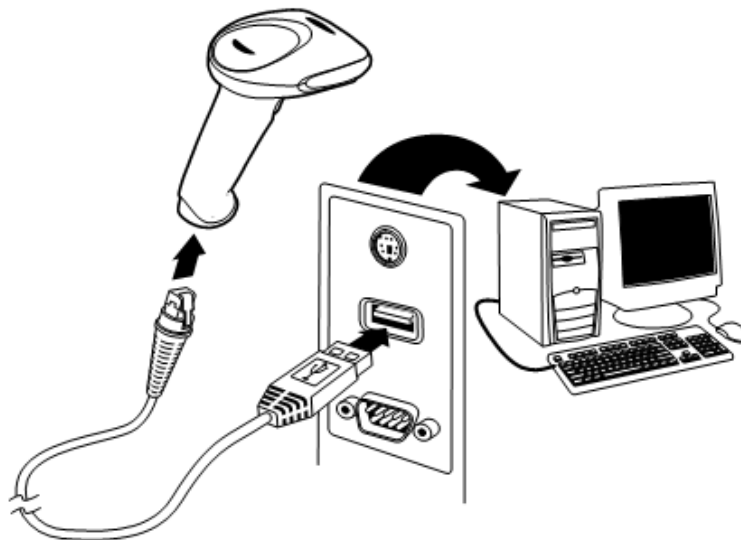
- Check to make sure everything you ordered is present.
- Save the shipping container for later storage or shipping.
- Check for damage during shipment. Report damage immediately to the carrier who delivered the carton.

Connecting the Imager with USB

Note: Hand Held Products recommends connecting the imager end of the cable first and the host end second.

An imager can be connected to the USB port of a computer.

1. Connect the appropriate interface cable to the imager and to the computer.



2. The imager beeps.
3. Verify the imager operation by scanning a bar code from the [Sample Symbols](#)

Sample Barcodes

***Open Notepad and Scan the Barcodes Below**



Reading Techniques

The imager has a bright red aiming beam that corresponds to its horizontal field of view. The aiming beam should be centered horizontally over the bar code; it will not read if the aiming beam is in any other direction.

Good Technique



Bad Technique



Bad Technique



The best focus point for reading most code densities is about 5 inches (12.7 cm) from the unit. To read a single bar code or multiple bar codes (on a page or on an object), hold the imager at an appropriate distance from the target, pull the trigger, and center the aiming beam on the bar code.

HHP 3800G • Optional Scan Modes

Automatic Trigger

The imager scans continuously at full power with illumination fully on.



Automatic Trigger

Presentation Mode

Presentation Mode uses ambient light to detect bar codes. The LEDs are off for ambient conditions until a change occurs in the imager's field of view. Then the LEDs turn on automatically to read the code. If the light level in the room is not high enough, Presentation Mode may not work properly.



Presentation Mode

Continuous Illumination Mode

If you have several bar codes that are close together, you may wish to have a continuous aiming beam on in order to properly aim the imager at one bar code. Scan the **Continuous Illumination On** bar code to program the imager for this capability. Once you have the aiming beam over the correct bar code, pull the trigger to read the code. Scan the **Continuous Illumination Off** bar code to turn off this feature.



Continuous Illumination Mode On



* Continuous Illumination Mode Off

Resetting the Standard Product Defaults

If you aren't sure what programming options are in your imager, or you've changed some options and want the factory settings restored, scan the ***Standard Product Default Settings*** bar code below.



Standard Product Default Settings

Maintenance

The 3800g provides reliable and efficient operation with a minimum of care. Although specific maintenance is not required, the following periodic checks ensure dependable scanner operation:

Cleaning the Scanner's Window

Reading performance may degrade if the scanner's window is not clean. If the window is visibly dirty, or if the scanner isn't operating well, clean the window with a soft cloth or lens tissue dampened with water (or a mild soapy water solution). If a soapy water solution is used, rinse with a clean lens tissue dampened with water only.

The scanner's housing may also be cleaned the same way.



Caution:

Do not submerge the imager in water. Do not use abrasive wipes or tissues on the imager's window – abrasive wipes may scratch the window.

Never use solvents (e.g., acetone, benzene, ether, or phenol-based agents) on the housing or window – solvents may damage the finish or the window.

Inspecting Cords and Connectors

Inspect the scanner's interface cable and connector for wear or other signs of damage. A badly worn cable or damaged connector may interfere with scanner operation.

Replacing the Interface Cable

The standard interface cable is attached to the scanner with an 10-pin modular connector. When properly seated, the connector is held in the 3800g scanner's handle by a flexible retention tab. The interface cable is designed to be field replaceable.

- Order replacement cables from Hand Held Products or from an authorized distributor.
- When ordering a replacement cable, specify the cable part number of the original interface cable.

USB 42206161-01E Premier Data Systems 800.286.8929

To Replace the 3800g Interface Cable:

1. Turn the power to the host system OFF.
2. Disconnect the scanner's cable from the terminal or computer.
3. Locate the small hole on the side of the scanner's handle. This is the cable release.
4. Straighten one end of a paper clip.
5. Insert the end of the paper clip into the small hole and press in. This depresses the retention tab, releasing the connector. Pull the connector out while maintaining pressure on the paper clip, then remove the paper clip.
6. Replace with the new cable. Insert the connector into the opening and press firmly. The connector is keyed to go in only one way, and will click into place.



Troubleshooting

The scanner automatically performs self-tests whenever you turn it on. If your scanner is not functioning properly, review the following Troubleshooting Guide to try to isolate the problem.

Is the power on? Is the red aiming illumination line on?

If the red aiming illumination line isn't illuminated, check that:

- The cable is connected properly.
- The host system power is on (if external power isn't used).
- The trigger works.

Is the scanner having trouble reading your symbols?

If the scanner isn't reading symbols well, check that the symbols:

- Aren't smeared, rough, scratched, or exhibiting voids.
- Aren't coated with frost or water droplets on the surface.
- Are enabled in the scanner or in the decoder to which the scanner connects.

Is the bar code displayed but not entered?

The bar code is displayed on the host device correctly, but you still have to press a key to enter it (the Enter/Return key or the Tab key, for example).

You need to program a suffix. Programming a suffix enables the scanner to output the bar code data plus the key you need (such as "CR") to enter the data into your application.

Does the scanner read the bar code incorrectly?

If the scanner reads a bar code, but the data is not displayed correctly on the host screen:

- The scanner may not be programmed for the appropriate terminal interface. For example, you scan "12345" and the host displays "@es%."

Reprogram the scanner with the correct Plug and Play or Terminal selection bar code.

- The scanner may not be programmed to output your bar code data properly. For example, you scan "12345" and the host displays "A12345B."

Reprogram the scanner with the proper symbology selections.

The scanner won't read your bar code at all.

1. Scan the sample bar codes in the back of this manual. If the scanner reads the sample bar codes, check that your bar code is readable.

If you aren't sure what programming options have been set in the scanner, or if you want the factory default settings restored, scan [Resetting the Standard Product Defaults](#)

The Uniform Solution

HHP 3800G Scanner Setup - Aug 2007

step 1



Standard Product Default Settings

step 2



USB Keyboard (PC)

step 3



Minimum Message Length

step 4



0

step 5



8

step 6



Maximum Message Length

step 7



0

step 8



8



Save

finished