
Warehouse Barcode Scanner And Mobile Computer Troubleshooting Standard Operating Procedure

1.0 Objective & Scope

The objective of this procedure is to ensure that all warehouse barcode scanners and mobile computers are functioning correctly to maintain 99% inventory accuracy and prevent operational downtime. This SOP applies to all warehouse personnel, including Receivers, Shippers, Inventory Clerks, and Supervisors, who use handheld scanners or mobile computers for inventory transactions.

2.0 Required Systems, Tools & Materials

- Barcode scanner (e.g., Zebra, Honeywell) or mobile computer (e.g., TC20, TC52)
- Charging cradle or USB cable for the device
- Access to the SupplyGrid WMS Dashboard on a desktop terminal
- Spare battery (if applicable) and battery charger
- Soft, lint-free cloth for cleaning scanner window
- Test barcode label (known good barcode from a recent shipment)
- Device user manual or quick reference guide

3.0 Safety & Handling Precautions

- Do not use the scanner or mobile computer in wet or damp conditions unless it is rated for such environments.
- Avoid dropping the device; use the provided hand strap or holster at all times.
- Do not attempt to disassemble the device or remove internal components beyond the battery.
- Ensure the device is powered off before cleaning the scanner window or charging contacts.
- Report any cracked screens, damaged housings, or exposed wires immediately to a supervisor.

4.0 Step-by-Step Procedure

1. Identify the specific issue: device not powering on, scanner not reading barcodes, device freezing, or connectivity errors.
2. If the device will not power on, press and hold the power button for 10 seconds. If no response, connect the device to its charging cradle or USB cable and wait 5 minutes before attempting to power on again.
3. If the scanner reads barcodes intermittently or not at all, inspect the scanner window for dirt, smudges, or scratches. Clean the window gently with a soft, lint-free cloth.
4. Test the scanner by scanning a known good barcode label. If it still fails, navigate to the device settings and verify that the scanner is enabled and configured for the correct barcode symbology (e.g., Code 128, EAN-13).
5. If the device is frozen or unresponsive, perform a soft reset by pressing and holding the power button for 10-15 seconds until the device restarts. Do not remove the battery during a soft reset.

6. If the soft reset does not resolve the issue, perform a hard reset by removing the battery (if removable), waiting 30 seconds, reinserting the battery, and powering on the device.
7. For connectivity issues (e.g., cannot connect to Wi-Fi or WMS), go to the device's network settings and verify that Wi-Fi is enabled and connected to the correct warehouse network. If the network is not visible, toggle Wi-Fi off and on, or restart the router if accessible.
8. If the device connects to Wi-Fi but cannot communicate with the WMS, log into the SupplyGrid Dashboard on a desktop terminal and verify that the device is listed as active and authorized. If not, contact IT support to re-register the device.
9. If the battery drains quickly or the device shuts down unexpectedly, replace the battery with a fully charged spare. Ensure the battery contacts are clean and free of debris.
10. If all troubleshooting steps fail, tag the device with a 'Defective' label and place it in the designated equipment repair bin. Complete a Device Issue Report form and submit it to the Warehouse Manager or IT support.

5.0 Verification & Discrepancy Reporting

1. After completing the troubleshooting steps, test the device by scanning three different barcodes from recent inventory transactions. Verify that each scan is recorded correctly in the SupplyGrid WMS.
2. If the device passes the test, return it to service and log the resolution in the Equipment Maintenance Log.
3. If the device still fails after all steps, escalate to the Warehouse Manager or IT support immediately. Provide the Device Issue Report and any error messages displayed on the screen.
4. For any damaged or non-repairable devices, complete a Equipment Disposal Request and attach it to the device before sending it to the designated disposal area.

Regulatory Disclaimer: This document is a generic operational template provided for educational purposes. The end-user assumes all liability for reviewing, adapting, and validating all step sequences and material handling protocols against local shop capabilities.