

## Terminology

- **Warm Boot.** A warm boot allows you to restart the scan gun by closing all the programs that are running. A warm boot does not turn the scan gun completely “off.”
- **Cold boot.** A cold boot allows you to restart the scan gun by erasing all stored records and entries in its memory, or RAM. A cold boot reloads the application back into memory.

## Issues that may require a warm boot

- Menus, folders, and other application components fail to display on the scan gun screen.
- Scan gun screen “freezes.”
- Tapping a menu option, to begin a task, does not fully advance to the next screen.

## Issues that may require a cold boot

- Scan gun loses its laser function
- Scan gun can not connect to the WLAN router  
*You may find you have a router and/or network issue, in which case performing a cold boot will not fix this issue.*
- Scan gun loses its image.

## To perform a warm boot

- 1 On the scan gun, press and hold the Power button until the screen appears blank.
- 2 On the screen that reads, “unauthorized access to Government...,” tap OK.

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## To perform a cold boot

*Repeat this task a second time if the issue persists.*

- 1 On the lower outside of the barcode scanner, press the battery release buttons with your right hand to partially eject the battery.
- 2 In unison, press and hold the following
  - trigger button on the gun handle with your left hand
  - red Power button with your right hand
  - yellow key pad trigger button with your right hand.
- 3 Push the battery back into place until it clicks.
- 4 Once the amber light on the light bar flashes, release the trigger button on the gun handle, the yellow key pad trigger button, and the red Power button.

*If the issue persists after cold booting a second time, you may need to send in the scan gun for re-imaging. For more information contact the ICBS Helpdesk.*