

# **PLEASE KEEP THIS NEXT TO YOUR DENSO 1200 CRADLE FOR QUICK REFERENCE**

## **IF DENSO WILL NOT TRANSMIT AN ORDER**

With handheld turned on, when placed in the cradle it should give the tones. If no tones pull from cradle and try again.

If it won't transmit try one or all of these:

\* Make sure the cradle has power and the USB cable is plugged in tight to the cradle and the PC.

\* Reset - (PRESS & HOLD KEYS FOR 3 SECONDS) BKSP & Right hand side red trigger and Power key. Screen should go black and then show "working", it will come up to blue desktop screen and then it will continue on to the Main Menu screen  
- try transmitting again

\* Full Reset - (PRESS & HOLD KEYS FOR 3 SECONDS) Left hand side red trigger & BKSP & ENT & Power key. Screen should go black and then show "working", it will come up to blue desktop screen, it will do this twice, and then it will continue on to the Main Menu screen  
- try transmitting again

## **IF DENSO IS SLOW MOVING FROM SCREEN TO SCREEN OR SLOW BRINGING UP ITEM DETAIL**

\* From the Main Menu screen (may need to do Reset to get there), go to Utilities and run Rebuild Indexes (3-5 minutes). Then it should be back to normal speed.  
- If still slow, go to Utilities and run Full Update (3-5 minutes)

**FOR MORE ASSISTANCE, PLEASE CONTACT THE SERVICE DESK:  
WEEKDAY PHONE SUPPORT 7:30AM TO 4:30PM PHONE 509.467.2779  
AFTER HOURS PHONE SUPPORT PHONE 509.635.4544**