

TSL Readers - Troubleshoot common issues

Issue: The reader will not turn on.

- **Charge the reader.** If the reader will not turn on, it's usually because the battery has no charge. Use the included USB cable or docking cradle to charge the reader.
 - **Make sure the battery is inserted.** The readers do not ship with a battery installed; this must be done manually. Remove the handle by lifting the yellow latch on the back of the reader, and pulling the handle backwards. This will expose the battery cover, which can be lifted to access the battery.
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Issue: The reader will not pair with a device.

If you're unable to pair your reader with a mobile device via Bluetooth, take the following troubleshooting steps:

- **Make sure the reader is in pairing mode.**
In pairing mode, the blue light on the left side of the reader will be flashing.
 - If the blue light is off, press the trigger on the reader to wake it up.
 - If the blue light is solid, the reader is already connected to a host. Make sure the reader is not paired with another device nearby, or plugged into a computer with a USB cable.

If the reader is in pairing mode, but not showing up in your device's Bluetooth menu, try [updating the reader's firmware](#), which will also perform a Bluetooth reset.

Issue: The reader will not charge.

When the reader is charging, the orange light on the side will flash (once, twice, or three times depending on the current charge). When the reader is fully charged, the orange light will remain solid. If the orange light is flashing rapidly, or not on at all, there is an issue with charging: follow the steps below.

- **Try a different charging source.**
Some power sources don't provide enough energy to charge the reader's battery effectively. Try plugging the reader directly into a wall outlet using the provided adapter.
- **Try a different USB cable.**
If you're not using the original cable included with the device, the cable may not be suitable for charging. If possible, use the original cable; otherwise, ensure you choose a cable that can deliver a charge.

- **Check the battery.**

If the battery isn't inserted correctly, the device will not charge.

- TSL 1128: Make sure the 4 contacts on the battery align with the pins on the reader. Additionally, make sure the battery cover is in place securely.
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Issue: The reader does not read any tags.

When the reader scans a tag, it will beep and vibrate (unless you have the Buzzer or Vibrate setting disabled in the Reader Settings). If the reader is not providing this feedback, check to make sure that the

- **Restart the Simple RFID mobile app.**

Occasionally, failed reader commands can cause the application to lose its connection to the reader; even if it still displays the reader as connected. Fully close the Simple RFID app, then re-open it and try again.

- **Android:**

1. Open the **Recent Apps** screen (usually by swiping up from the bottom and holding, or tapping the square/recent button).
2. Swipe the app **left or right** (or up, depending on the device) to close it.

- **iOS:**

1. Swipe **up from the bottom** and pause in the middle of the screen (or double-press the Home button on older models).
2. Swipe the app **up** off the screen to close it.

- **Check the reader's battery level.**

If the reader's battery is too low, it won't be able to scan any tags, even if it's still powered on. Charge the device until the battery level reaches at least **25%**, then try scanning again.

Issue: The reader is "stuck" on the blue light

If the reader stays turned on with the constant blue light while application is closed, please follow these steps

- **Disconnect from iOS devices when not used.**

Please also make sure that surrounding iOS devices have Bluetooth disabled or are not paired with this reader.

This is a known behavior when iOS devices tend to connect to the readers in the background thus "intercepting" the connection

- **Reset the reader by reinstalling the battery.**

Remove the handle by lifting the yellow latch on the back of the reader, and pulling the handle backwards. This will expose the battery cover, which can be lifted to access the battery.

If you continue to have issues with your scanner, please [contact support](#) for further assistance.

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