



Linea Pro – Troubleshooting

If you having trouble using your **Linea Pro** with BarkeepApp, this document contains tips and answers to frequently asked questions for **Linea Pro** users. If this document does not answer your questions or you need additional information, Barkeep Support can be reached at support@barkeep.com.

Contents

- Is the Linea Pro compatible with your iOS Device?
 - Are you connected?
 - Verify that the Linea Pro battery is charged.
 - Try Restarting your iPhone/iPod
 - Why do I see the camera screen when I try to use the Linea Pro?
 - Can your Device see the Linea Pro?
 - Try Restarting BarkeepApp
 - Still not working?
 - Linea Pro User Guides
-

Is the Linea Pro compatible with your iOS Device?

The **Linea Pro** only works with the **iPhone 4** or **4s**, **iPhone 5** or **5s**, **iPhone 6** and the **iPod Touch 4th** or **5th** generation. The **Linea Pro** will not work with earlier models.

A **Linea Pro** for the **iPhone 6 Plus** is not yet available.

Note: The **Linea Pro** requires that you match the corresponding version to your **iPhone/iPod Touch** (e.g., **Linea Pro for iPhone 5**, **Linea Pro for iPod Touch 5**, etc.).

Also see our website's **Support Section** for a list of **Optional Equipment** and detailed information regarding compatibility.

Are you connected?

Verify that your **iPod Touch** or **iPhone** is firmly seated in the **Linea Pro**.

Verify that the Linea Pro battery is charged.

Linea Pro users may need to verify that the scanner is charged. Press the battery status button located on the lower, reverse side of the **Linea Pro**.



continue to next page for more tips

Try Restarting your iPhone/iPod

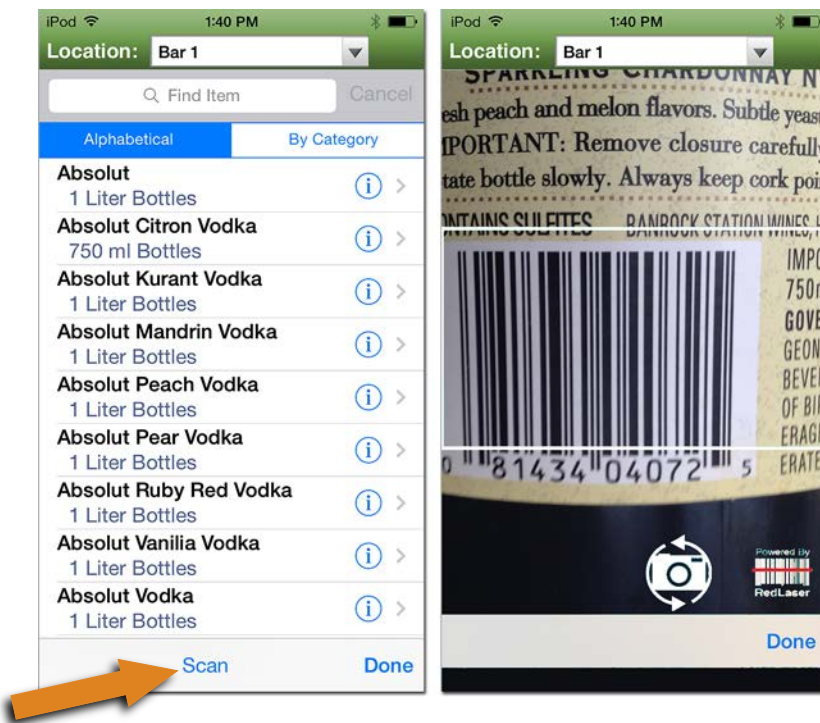
Even if your Device is properly attached to the **Linea Pro**, you may need to completely turn off and restart your **iPod Touch** or **iPhone** while it is still connected to the **Linea Pro**. There are occasionally problems establishing a connection with the **Linea Pro** while a running **iPod Touch** or **iPhone** when the Device is inserted into the **Linea Pro** and not restarted.

Try turning off your **iOS Device**, waiting 10 seconds, and restarting your **iOS Device**

Why do I see the camera screen when I try to use the Linea Pro?

If the **Linea Pro** is not properly connected to your **iOS Device**:

- When you press the scan button on the right side of the **Linea Pro**, nothing happens, or
- When you press the scan button on the Barkeep Item Details Screen, you'll see the **iOS Device's** camera screen. The **Linea Pro** does not activate.




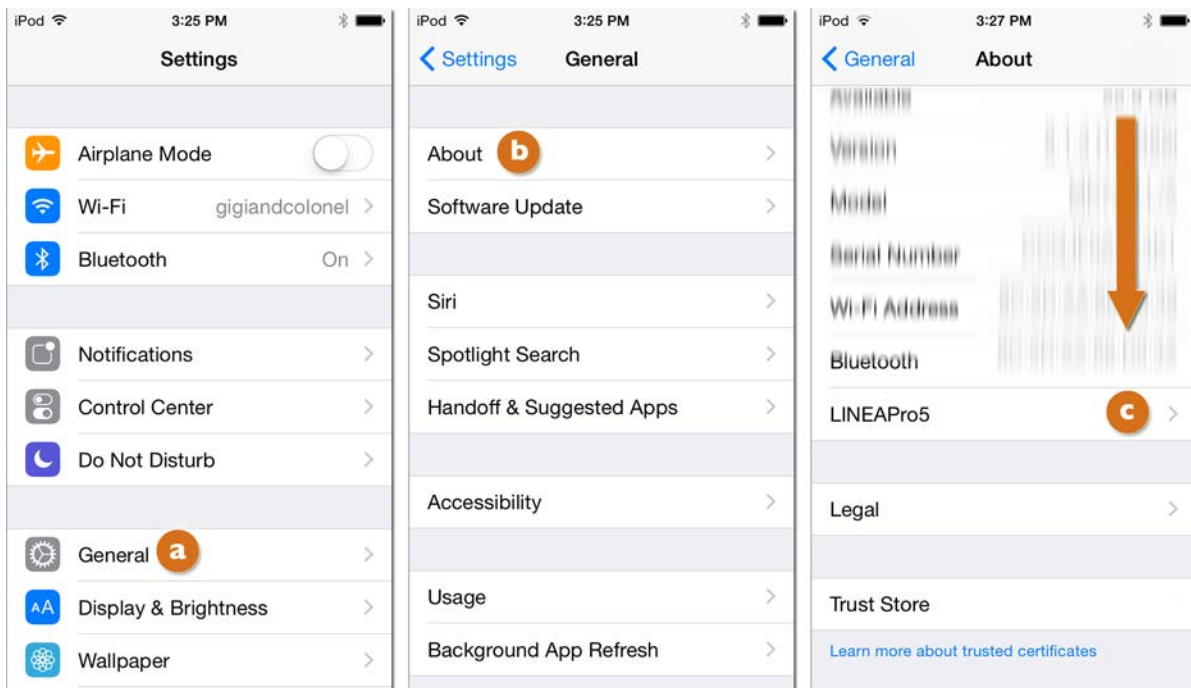
Note: If the **Linea Pro** is properly connected you will not see the camera screen shown above.

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Can your Device see the Linea Pro?

Even if your Device is properly attached to the **Linea Pro**, you may need to verify that the **iOS Device** can see the **Linea Pro**. To verify that your Device can see the **Linea Pro** take the following steps:

1. Launch the standard **iOS Settings App**. 
2. Press **General** **a** and on the **General** screen select **About**. **b**
3. Scroll down in the **About** screen and locate the line for the **LINEAPro**. **c**
4. If a line for the **Linea Pro** does not appear, do the following:
 - Verify that the **Linea Pro** is firmly attached to the **iOS Device**.
 - Shut down the **iOS Device**.
 - Wait 10 seconds and restart the **iOS Device**.



continue to next page

Try Restarting BarkeepApp

Even if your Device is properly attached to the **Linea Pro**, you may need to restart BarkeepApp. To shut down BarkeepApp and restart the app, take the following steps:

1. Press the Home button on the **iOS Device** to exit BarkeepApp. **a**
2. Then press the Home button twice rapidly.
3. You should see a group of icons appear at the bottom of the screen **b** representing the apps that you have running in the background. Scroll through this list until you find BarkeepApp.
4. Slide up the BarkeepApp screen that appears above the icon. **c** This will quit BarkeepApp.
Note: These are the steps for closing and restarting an app in all **iOS Devices**.
5. Press the Home button to return to the home screen. **d**
6. Restart BarkeepApp by pressing the BarkeepApp icon.



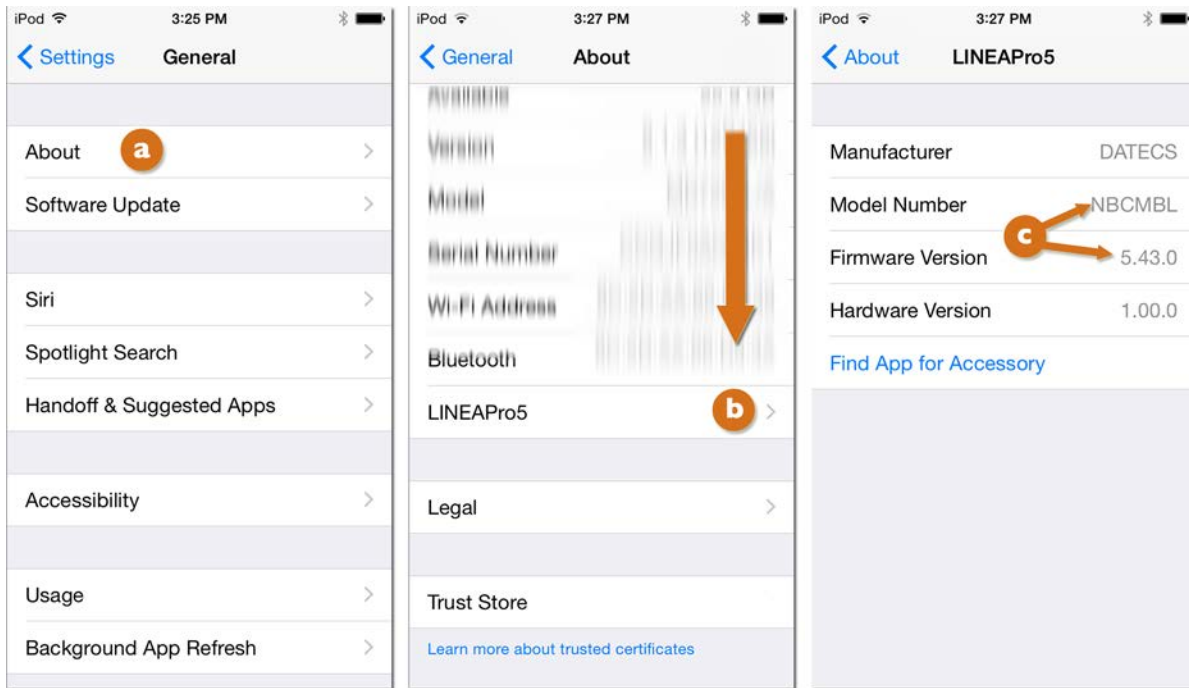
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Still not working?

If none of these steps solve the problem, please send us the following information:

- BarkeepApp version number (e.g., 4.4).
- What type of Device/Version (e.g., **iPhone 5**) you are using.
- Model number and firmware version number for the **Linea Pro**. **c**

Note: You can find this information in the iOS Settings app under **General**, **About**, **a** **LINEAPro**. **b**



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Linea Pro User Guides

- See the **Support Section** at barkeepapp.com for **Linea Pro** user guides from the manufacturer. Currently available there are two versions:
 - **Linea Pro User Guide 4**
 - **Linea Pro User Guide 5**
- There also is a page with instructions for **Attaching the Linea Pro** to your iOS Device.