



Assetas FAQs

How do I log into the counter laptop?

Use the **Assetas Device** profile and enter the PIN: **6060**.

How do I log into Assetas on the counter laptop?

Launch Assetas directly from the desktop icon. Please use the device-specific login below, rather than your personal login (if you have one).

Username: assetasdevicecounter60@gmail.com

Password: Assetas60!

How do I log into Assetas on the scanners?

There are two applications loaded on the scanner:



Assetas is the full functionality application for use online, when connected to Wi-Fi.



Trek is the mobile application for use when Wi-Fi isn't reliable or available. Trek will store updated information on the device and will sync automatically when Wi-Fi is available.

There is a unique 'user' that represents the scanner. The credentials will work in both Assetas and Trek:



Hand-held scanner

Username: assetasdevicehandheld60@gmail.com

Password: Assetas60!

Why won't the handheld scanners scan anything?

Close out of all applications by tapping the square icon on the bottom of the home screen, and then either swipe right or click 'x' to close any open applications. Launch Assetas again and scan the item. If scanning is not resolved, restart the scanner. If you still have issues, please connect Assetas at support@assetas.com, or call or text Assetas at 713-906-0592.



How do I reset, restart, or turn off the scanner?



Turn off or restart handheld scanners

Press and hold the red power button to see a prompt. Select the option to power off or restart.

Reset the counter scanner

Hold the Mode / Function and Bluetooth buttons simultaneously for three seconds, then release to initiate the reset process.

Turn off the counter scanner

Hold down the power button for about three seconds, until you hear one short beep. Release and wait a few seconds; you'll hear three beeps. The power indicator will flash red and the device will turn off.

Turn on the counter scanner

Press the power button once. There will be a short delay, then you'll hear three beeps, and the indicator will turn to green.

How does the counter scanner communicate with the laptop?

The counter scanner communicates with the laptop via a Bluetooth connection. Sometimes, this connection is interrupted and needs to be reset.

How do I reset the counter scanner's Bluetooth connection to the laptop?

- 1) Turn the counter scanner on.
- 2) On the laptop, go to Settings > Devices.
- 3) Under the "Mouse, keyboard, & pen" heading, you may see the counter scanner in the list (look for something that says "RFD8500...") with a 'paired' connection. If you don't see the counter scanner in the list, skip to step 6.
- 4) Click on the item and select the 'Remove device' button.
- 5) Click 'Yes' to confirm.
- 6) Click the plus sign at the top of the screen to 'Add a Bluetooth device'.
- 7) On the next screen, choose 'Bluetooth'.
- 8) Push the Bluetooth button on the counter scanner. It will flash blue when the device is ready to pair.
- 9) Select the "RFD8500..." device to connect once it is displayed on the laptop.

The scanner is paired to the laptop when the device displays as "Connected" in the list of paired Bluetooth devices.

How do I contact Assetas for help?

Contact us anytime! Our team can remote access the counter laptop whenever you need help.

Email Assetas at support@assetas.com

Call or text Assetas at 713-906-0592.