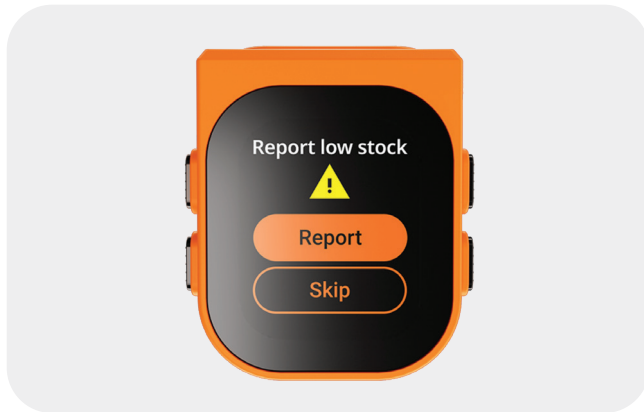




MAI Wearable Companion



Compatible Products and Accessories

Hand Strap Gen2



2-Slot Charging Station Gen2



Connectivity Device

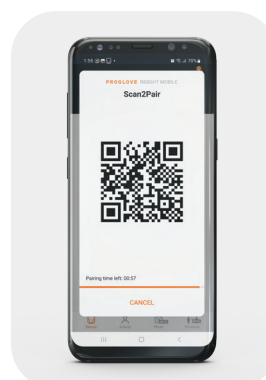
Gateway



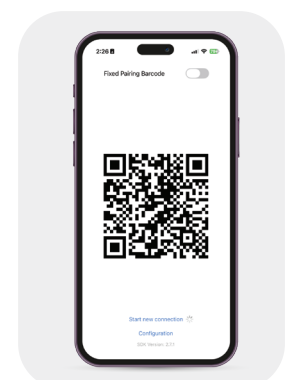
Gateway Plus



INSIGHT Mobile (Android)



INSIGHT Mobile (iOS)



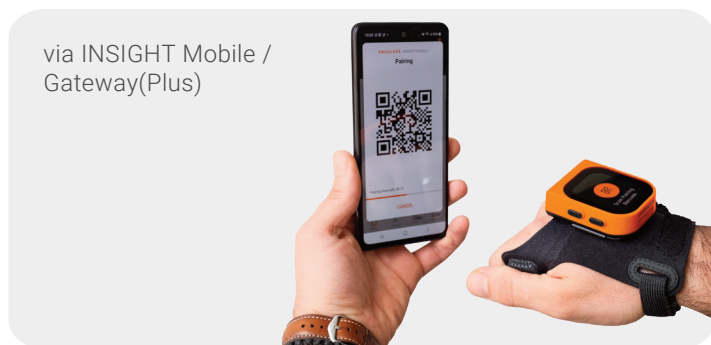
01 | Insert



Insert MAI into the Hand Strap Gen2 by sliding it in.

03 | Connect (with pairing barcode)

via INSIGHT Mobile /
Gateway(Plus)



Press the trigger on Hand Strap Gen2. Aim at the Pairing Barcode on Mobile app or Gateway, and scan.

05 | Device menu



Press and hold power button for 6 sec. to open the device menu or press Options button on Home Screen.

07 | Release



Use the fingers to press between MAI and the fastening rail of the Hand Strap Gen2. Press MAI up slightly and push it forward without scratching over the pins.

02 | Activate



Press the trigger on the Hand Strap Gen2 for 2 sec. to activate MAI. MAI may take several sec. to start up. Please wait until the boot process is complete.

04 | Scan



Press the trigger. Aim at the barcode and scan.

06 | Reboot



Press and hold power button for 12 sec. to reboot

08 | Charge



With the pins facing down, insert the MAI by sliding or pressing it from the top into the 2-Slot Charging Station Gen 2.

Troubleshooting

MAI is not working

PROBLEM	SOLUTION
MAI is not reacting / MAI is not scanning a barcode.	Battery is not charged. → Charge the MAI in the 2-Slot Charging Station Gen2 for at least 20 min.
	Wearable is defective. → Change the wearable.
Battery symbol of the MAI flashes red.	Battery charge is low. → Charge the MAI in the 2-Slot Charging Station Gen2 for at least 20 min.

MAI scans badly

PROBLEM	SOLUTION
The line dot (— · —) light up, but the barcodes are hard to scan.	MAI glass is dirty. → Clean the MAI glass with a cotton swab.
	Scanning distance is not optimally used. → Position the MAI closer or further away from the barcode label and scan. 4 in - 20 ft (10 - 600 cm)
	Barcode label quality. → Ensure the barcode label is not broken, dirty, or faded. Replace damaged labels if necessary.
	Environmental lighting → Make sure the scanning area is well illuminated.
	Special surface → If the barcode is printed on a reflective, curved, or metallic surface (e.g., a direct part marking), try adjusting the angle or distance of the scanner. Modify the reading capabilities or enable the required symbology via the configuration settings on insight.proglove.com based on the scanning environment and label type.

No transmission of barcode data

PROBLEM	SOLUTION
Barcode data is not transferred.	MAI is not connected to the end device. 1. Scan the Pairing Barcode on the end device Gateway/Gateway Plus/INSIGHT Mobile app 2. Wait until the MAI is connected to the end device and lights up blue twice briefly after a successful connection

PROBLEM COULD NOT BE SOLVED?

- Hard Reset/Reboot:
1. Press power button on MAI for 12 sec.

ACCESS THE SELF-SERVICE PLATFORM



Here you will find all technical documents like user manuals, technical specifications, FAQs, Video Tutorials and much more:

🔗 proglove.com/support

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