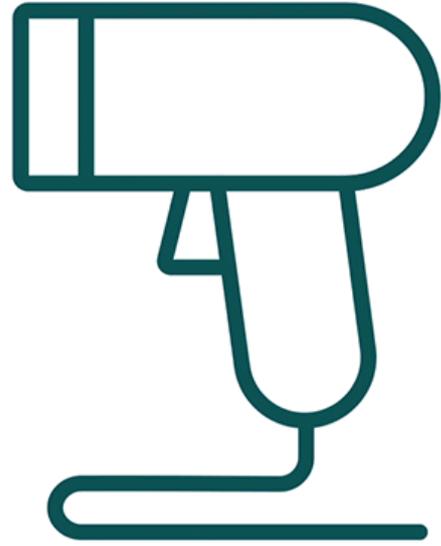


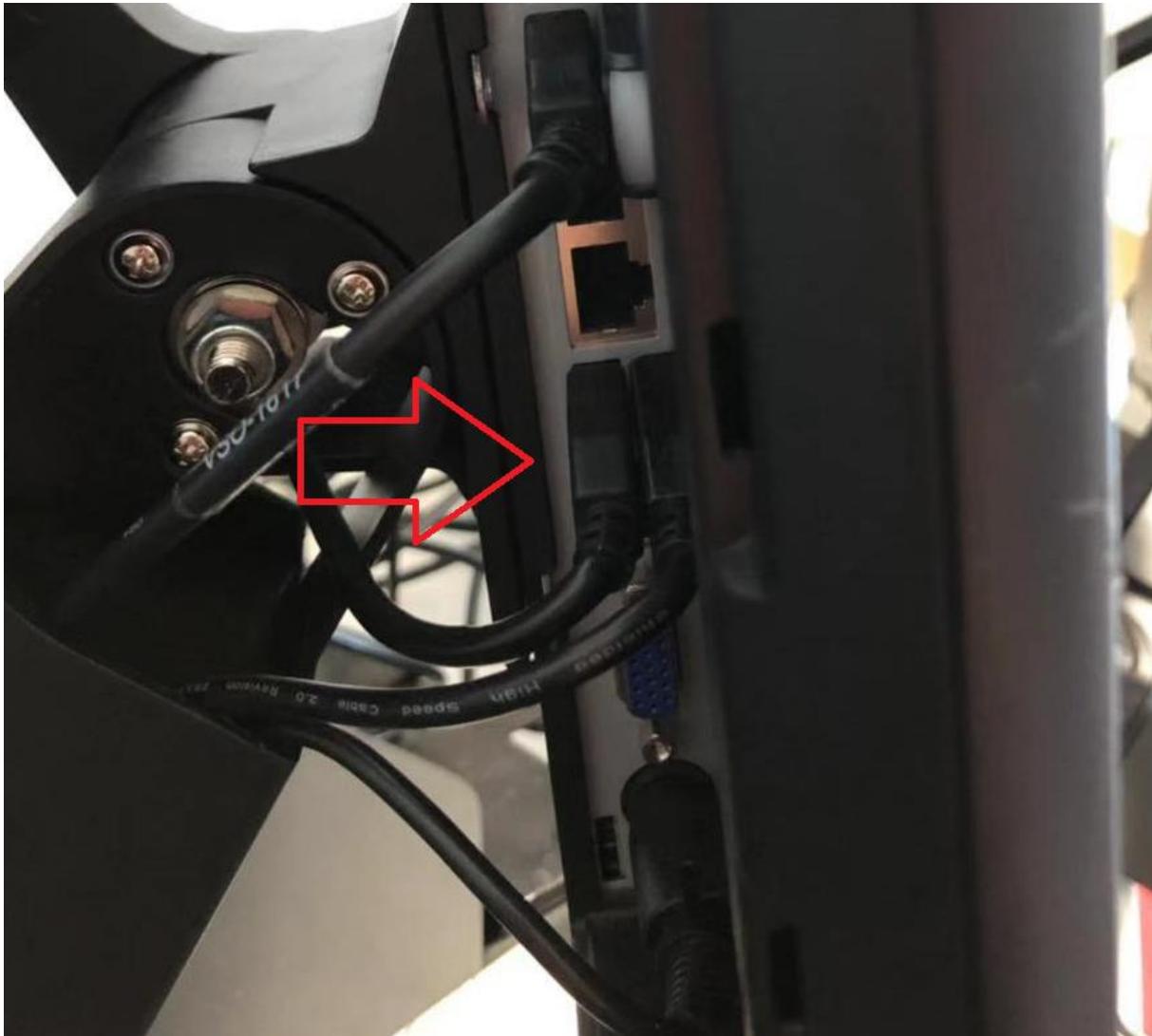


Scanner is not working , what to do?



1. Unplug it from the POS system

Step 1. Scanner use a USB port to gain power from the POS system .In order to restart it , unplug it from the POS system and insert it back in .



Step 2. If the problem insists, unplug it from the POS system again and insert it to a different USB port.

Step 3 Restart you POS system .

2 Reset the scanner using scanner manual

If you are using DS9208 scanner , please click the following URL.

<https://tobaccosg.com/it-tips/hardware/ds9208-scanner-quick-start-guide/>



On page 1 , there is a section for **DS9208 PROGRAMMING BAR CODES**

DS9208 PROGRAMMING BAR CODES

1 .Now ,use your scanner to scan the following barcode . You can scan the barcode using the following methods :

- 1 . Scan the barcode on the computer monitor
2. Print out the manual .
3. Use the manual from the original package that comes with the scanner.

Set Defaults



SET DEFAULTS

2 . What if the barcode appear in the box but not showing the product.



That mean the scanner has capture the barcode but a enter key to confirm. In order to let the system hit the enter key for you . A different barcode needed to be scanned .

Enter Key (Carriage Return/Line Feed)



<DATA><SUFFIX 1>

Now , you have completed a scanner reset.

If you are using Orbit 7120 scanner , please click the following URL.
<https://tobaccosg.com/it-tips/hardware/honeywell-orbit-7120-barcode-scanning-guide/>



Scanner the following barcode using the same steps of DS9208 scanner

To set the scanner to factory defaults, scan the barcode below.



To make sure that you're Scanner performs a Carriage Return (Presses the Enter Key); so that it enters in all information without hitting the Enter Key, scan this barcode.



3 Warranty check.

If the solution above did not solve your problem. Take a picture of the serial number of the POS and scanner, send both pictures to IT@tsgfranchise.com.au

We will need the serial number to confirm the scanner is still under warranty.