

Technical Bulletin

U-Scan — Order Times Out and Voids Prior to First Item

SC-TECH-08:04
March 5, 2008

When a U-Scan shopper touches the 'START' button to begin an order — but then waits longer than 10 seconds to scan or enter the first item, the U-Scan system will time out and void the transaction.

The IdleLimitTimeout registry entry for a customer to start an order on the U-Scan Customer Station (robot) was modified in the U-Scan 44 release. The change was made to accommodate the Single Belted Unit (SBU), but this change had an adverse effect on the NextGen and Genesis scan-and-bag units.

RESOLUTION

The registry setting for the IdleLimitTimeout must be modified to allow for a longer wait time between the time the customer pushes the 'START' button and then proceeds to scan or enter the first item.

Registry:

HKEY_CURRENT_USER\Software\OptimalRobotics\Devices\Display\Options

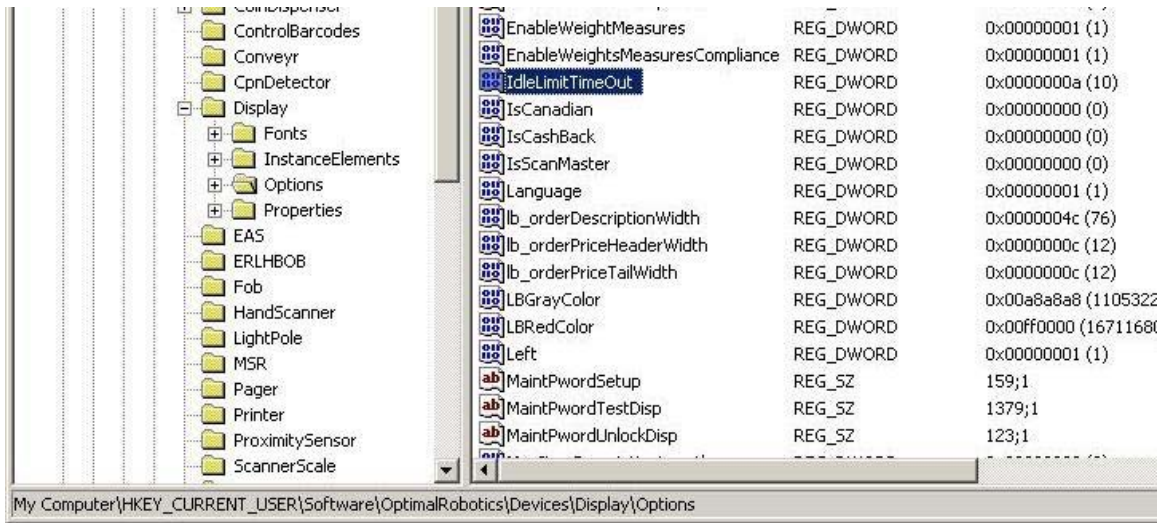
Change the IdleLimitTimeout from an 'a' to a '10' (see screen shots below)

Procedure:

- 1) Exit both the Launchpad and ISS45 on the robot
- 2) Make the necessary registry change
- 3) Reboot the robot so that the registry change is read and implemented

Please see the before-and-after screen shots on the following page.

Before -



After -

