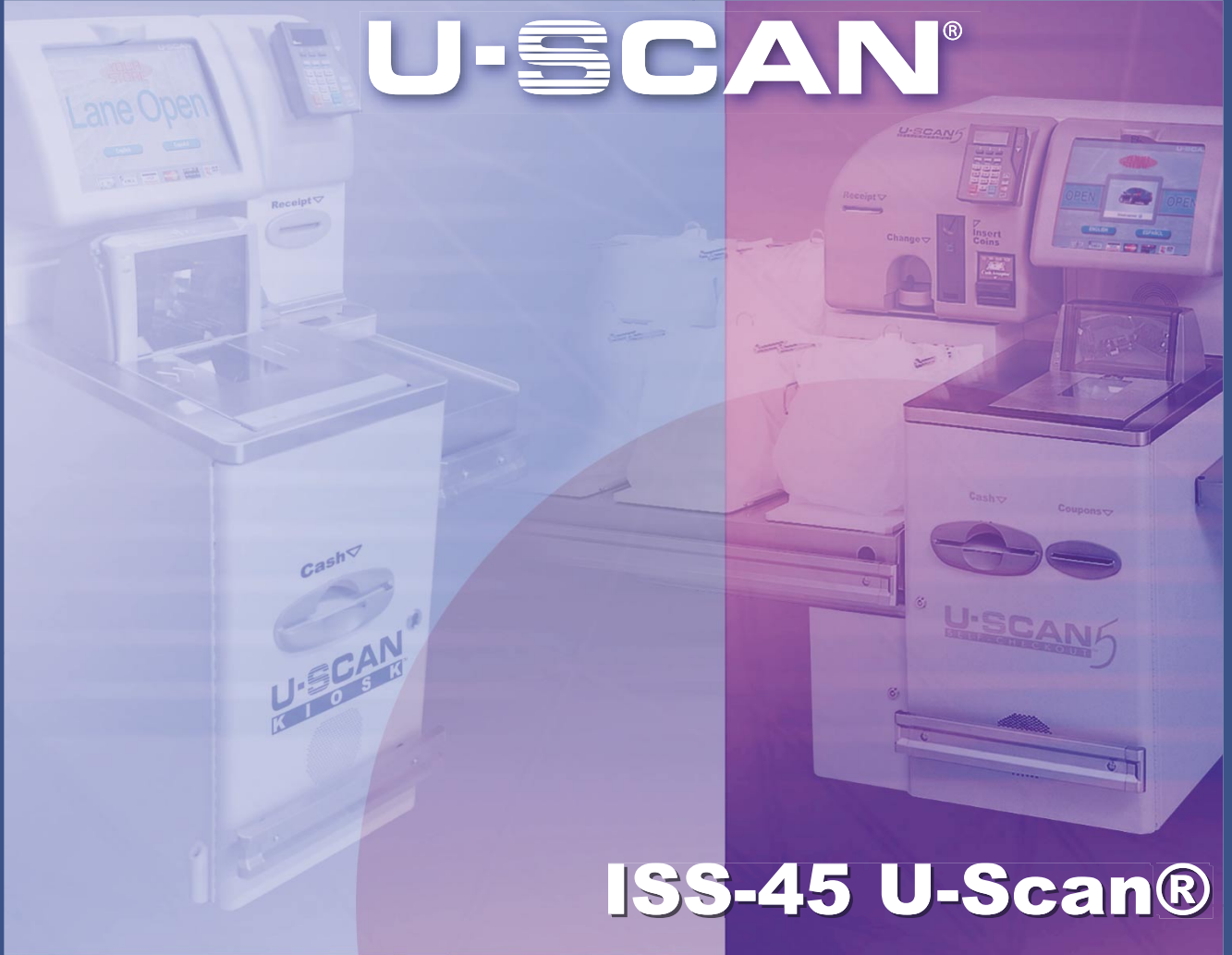
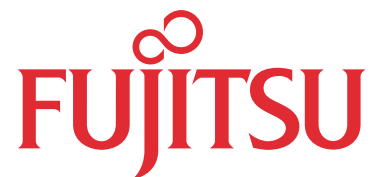


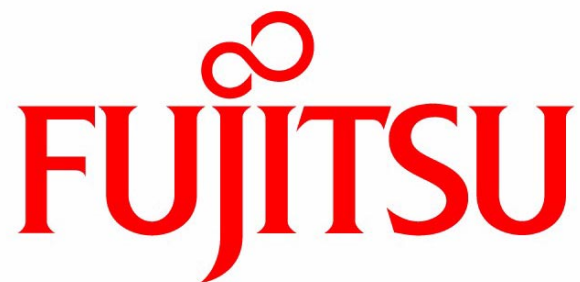
The logo for U-SCAN, featuring the brand name in a bold, white, sans-serif font. The letter 'S' is stylized with horizontal lines through it. A registered trademark symbol (®) is located to the upper right of the 'N'.

U-SCAN®



ISS-45 U-Scan® System Description

The Fujitsu logo, consisting of the word 'FUJITSU' in a bold, red, sans-serif font. Above the 'J' is a stylized infinity symbol or 'Fujitsu symbol'.



| | |
|------------------|---|
| Title: | ISS-45 System Description |
| Date: | February 4, 2005 |
| Based on: | Software Version: StoreNext4_399.37_STNXT1.2.3_ Retailix34-WPSCO2_93B |
| Title: | ISS-45 System Description |

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Contents

Introduction

| | |
|--|---|
| Organization | 1 |
| Using This Document in Electronic Format | 1 |
| Other Resources | 3 |
| Revision History | 3 |

System Overview

| | |
|----------------------------------|---|
| Introduction..... | 5 |
| Customer Station (NextGen) | 5 |
| Hardware..... | 5 |
| Attendant Station (24") | 6 |
| Hardware..... | 6 |

Attendant Station Screen

| | |
|------------------------------------|----|
| Main Screen | 7 |
| Lane Window..... | 8 |
| Status Bar..... | 8 |
| POS Display Area..... | 9 |
| Security Message Area | 9 |
| Customer Station Message Area..... | 9 |
| Toolbar..... | 10 |
| VOID ITEM Button..... | 10 |
| Lane Button | 10 |
| Lane Override | 10 |
| Printer OK..... | 10 |
| Lock Station Button..... | 10 |
| Manager Button | 11 |
| Manager Menu | 11 |
| DONE Button | 12 |
| Till Open Button | 12 |
| Reports Button | 12 |
| Viewing Options | 13 |
| Cleanup Delay | 13 |
| Credit Slip Button | 13 |
| NBC Button | 14 |
| Reset Weight Button..... | 14 |
| Functions Menu | 15 |
| About Button | 16 |

| | |
|-----------------------|----|
| Exit C:\> Button..... | 16 |
| Direct Mode | 18 |

Attendant Sequences

| | |
|---|----|
| Attendant Sequences..... | 19 |
| Signing On | 20 |
| Signing Off | 20 |
| Processing a Non-Bar Coded Item | 20 |
| Processing a Large Item..... | 20 |
| Processing an Age-Restricted Item..... | 21 |
| Processing an Item by Department | 21 |
| Processing Coupons..... | 22 |
| Voiding an Item in Direct Mode..... | 22 |
| Voiding an Item from the Main Screen | 22 |
| Canceling an Order | 23 |
| Accessing Training Mode..... | 23 |
| Performing a Manager Override | 23 |
| Payment Methods | 25 |
| Processing Payment by Cash at the Attendant Station | 25 |

U-Scan Security System

| | |
|--|----|
| Introduction to the U-Scan Security System | 27 |
| Types of Items | 27 |
| Attendant Intervention Items | 27 |
| Regular Bar-Coded Item..... | 28 |
| Weights Database | 28 |
| Resetting an Item’s Weight | 29 |
| Security Messages | 30 |
| Security Messages and Their Meaning..... | 30 |

Customer Station Interface Customization

| | |
|--|----|
| Logo Specifications | 34 |
| TenderCustomizer.exe | 35 |
| Accessing TenderCustomizer.exe..... | 35 |
| Changing the Background Color | 35 |
| Enabling the PLU Numberpad..... | 36 |
| Displaying the PLU Numberpad | 36 |
| Disabling the Numberpad | 37 |
| Modifying the Payment Buttons | 37 |
| Setting Up a Payment Button | 38 |
| Setting a Payment Button to Empty..... | 38 |
| Loading the Default Options | 40 |
| | 40 |

Maintenance Mode

| | |
|---|----|
| Accessing Maintenance Mode | 41 |
| Performing a Test Dispense | 42 |
| Setting Up the Customer Station Configuration | 43 |
| Setting Up the EAS Type | 43 |
| Changing the Scanner Scale Type | 44 |
| Changing the EFT Type..... | 45 |
| Selecting the Customer Station Casing Type | 46 |

Technical Information

| | |
|--|----|
| Special Considerations..... | 49 |
| ISS-45 Network Communication | 50 |
| ISS-45 Topology..... | 50 |
| ISS-45 Computer Configuration..... | 51 |
| ISS-45 Attendant Station Computer (P4) | 51 |
| ISS-45 Customer Station Computer (P4) | 52 |
| Special Procedures..... | 53 |

Rebooting and Shutting Down

| | |
|---|----|
| Rebooting the Attendant Station..... | 55 |
| Rebooting the Customer Station..... | 56 |
| Shutting Down the Attendant Station | 57 |
| Shutting Down the Customer Station | 58 |
| Restarting the System After Shutdown..... | 60 |
| Restarting the Attendant Station | 60 |
| Restarting the Customer Station | 60 |

Introduction

This document describes the U-Scan® system for ISS-45 (StoreNext) stores. This document contains hyperlinks (in blue) and is best viewed in PDF format.

Organization

This document includes the following information:

- [System Overview](#) (page 5): Brief overview of the system hardware. Contains a labeled Customer Station diagram.
- [Attendant Station Screen](#) (page 7): Detailed description of all features and functions available on the Attendant Station screen.
- [Attendant Sequences](#) (page 19): Step-by-step procedures for performing common transactions.
- [U-Scan Security System](#) (page 27): Description of the U-Scan security system.
- [Customer Station Interface Customization](#) (page 33): Step-by-step procedures for performing minor customization for the Customer Station interface, including changing the layout of payment buttons, changing the background color, and setting up the produce purchase method.
- [Maintenance Mode](#) (page 41): Step-by-step procedures for using the functions available in **Maintenance Mode**.
- [Technical Information](#) (page 49): Additional technical information, including special considerations for the system, network topology, and Computer configurations.
- [Rebooting and Shutting Down](#) (page 55): Procedures for rebooting and shutting down the Computer.

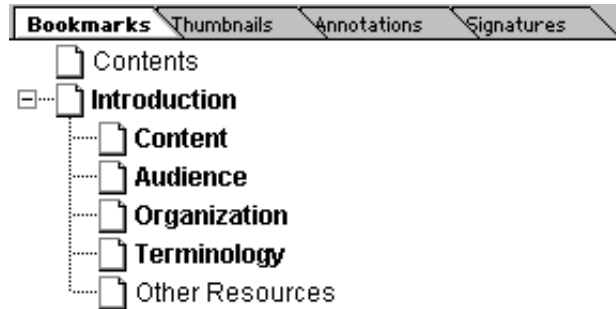
Using This Document in Electronic Format

This document is designed for use in electronic format. Use the following methods to navigate this document quickly and efficiently:

NOTE: *The examples below are **images** and are not active hyperlinks.*

- Click the PDF bookmarks.

The PDF bookmarks are located on the left side of the Adobe Acrobat Reader window. Click the appropriate bookmark to go directly to the desired section of the document.



- Click the section in the Table of Contents.

The entries in the Table of Contents are hyperlinked to the appropriate page.

| | |
|--|---|
| Introduction | |
| Audience | 1 |
| Organization | 1 |
| Terminology | 1 |
| Using This Document in Electronic Format | 2 |
| Other Resources | 4 |

- Click the hyperlinks at the beginning of each chapter or section.

Each chapter or section begins with a list of hyperlinks to procedures in that chapter or section.

Attendant Sequences

This chapter outlines attendant sequences for processing transactions at the U-Scan Attendant Station. This chapter is divided into two sections:

- [Attendant Sequences](#)
- [Payment Methods](#)

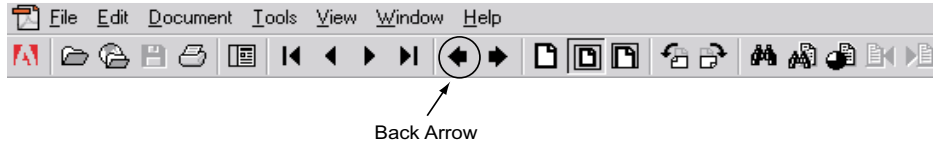
If you are viewing this document in PDF format, click the section you wish to see to go directly to it.

Attendant Sequences

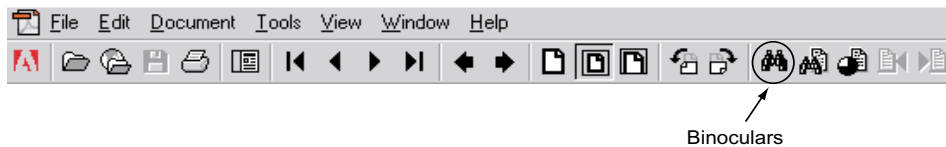
This section contains the following Attendant sequences:

- | | |
|---|--|
| • Signing On | • Voiding an Item |
| • Signing Off | • Processing Coupons |
| • Signing Off - Temporary | • Processing the Purchase of a Gift Card |
| • Signing Off - Forced | • Canceling an Order |

To return to the previous section in the document after you click a hyperlink, use the **Back Arrow** from the menu bar in Adobe Acrobat Reader. This is located at the top of the window.



- Use the Adobe Acrobat search feature.
Press **CTRL+F** or click the **Binoculars** icon to search for specific text.



Other Resources

- For further technical information, refer to the Technical Training Guide (http://diablo/Technical_Writing/TTG.htm).
- For other related documentation, refer to the Technical Writing Department web site (http://diablo/technical_writing/Documents.htm)

Revision History

Version 2

- Modified the PLU purchase options in **Enabling the PLU Numberpad** in the [Customer Station Interface Customization](#) chapter.

Version 1

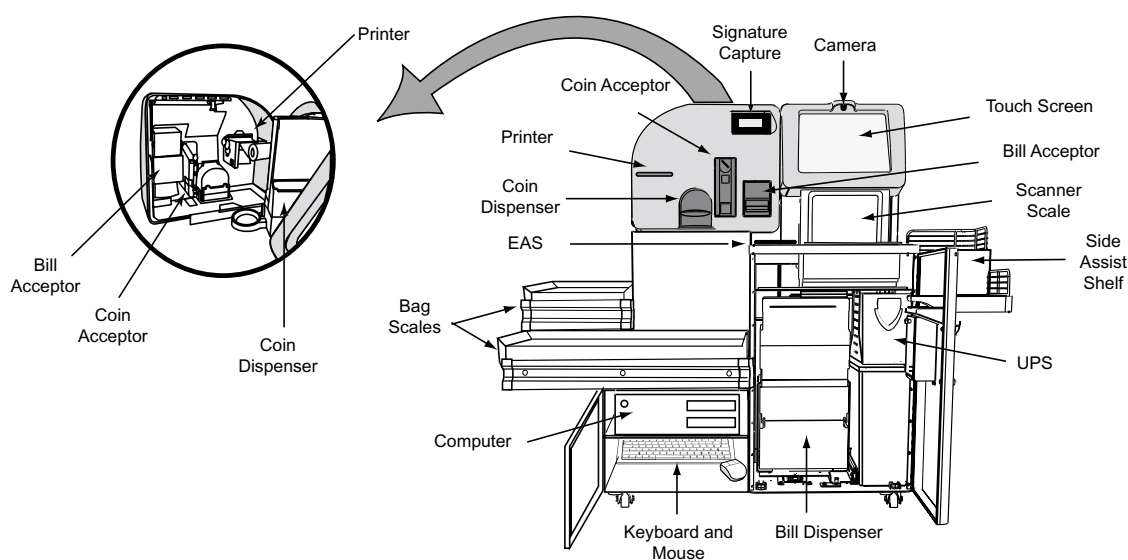
- Document creation.

System Overview

Introduction

The Store Controller in ISS-45 stores is Windows 2000-based and runs the ISS-45 Controller application. The U-Scan Customer Station runs the WIN POS terminal application in addition to the regular U-Scan software. The Customer Station has a dual-head Matrox Millennium G450 video card. The Customer Station Monitor connects to the bottom (secondary) port on the video card. The top (primary) port is left empty. The ISS-45 POS runs on this video port. The Windows desktop area must be set to 2048 x 768. The result is a split-screen, in which the U-Scan Customer Station software is displayed on the Customer Station Monitor, and the ISS-45 POS system runs in the background (Video 1). The ISS-45 POS is not visible.

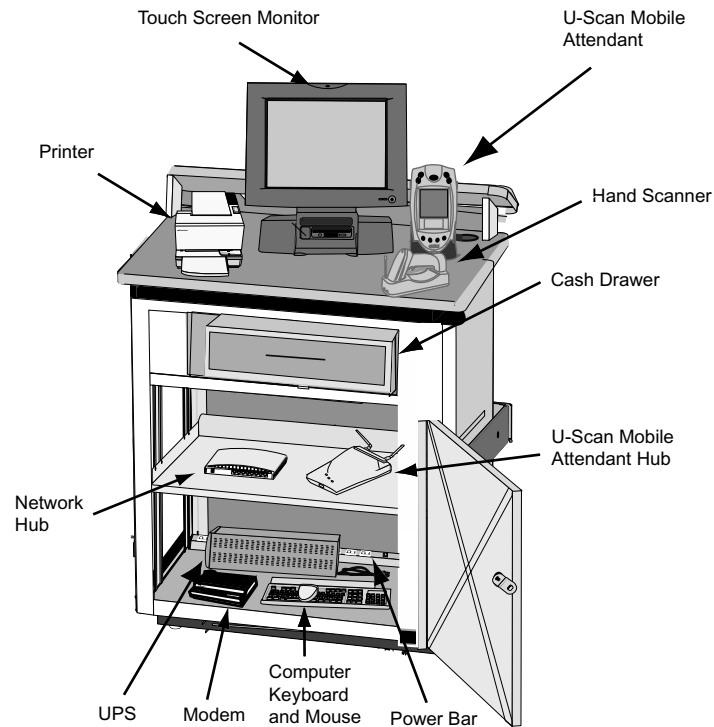
Customer Station (NextGen)



Hardware

The ISS-45 system has standard U-Scan® hardware components. The system also uses the Signature Capture and Coupon Detector optional devices. Refer to the **U-Scan® Hardware** manual for all device troubleshooting procedures.

Attendant Station (24")



NOTE: *The Attendant Station Computer and Keyboard are subject to change.*

Hardware

The ISS-45 system has standard Attendant Station hardware. At present, it includes the following optional devices:

- CIARA All-in-One Compact Cashier™
- U-Scan Mobile Attendant™ and wireless hub

Refer to the **U-Scan® Devices** manual for all troubleshooting procedures.

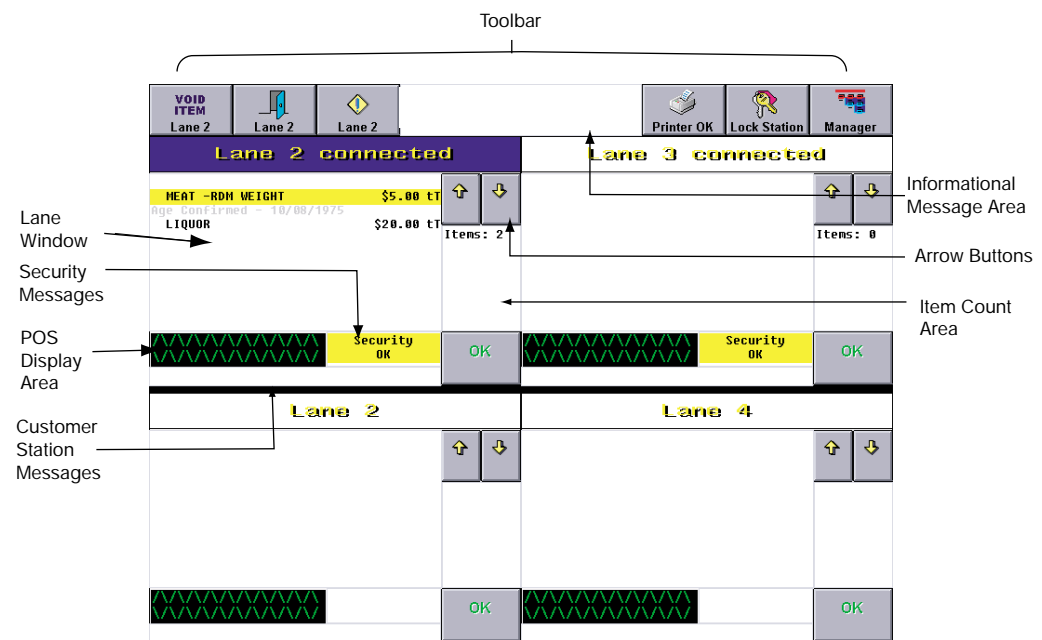
Attendant Station Screen

This chapter describes the U-Scan Attendant Station software interface. The following topics are presented in this chapter:

- [Main Screen](#) (page 7)
- [Manager Menu](#) (page 11)
- [Direct Mode](#) (page 18)

Main Screen

The diagram below shows the **Main Screen** at the Attendant Station.



The **Main Screen** is made up of the following:

Lane Window

The lane window allows you to view a list of all items scanned or processed at each Customer Station. Each lane window corresponds to one Customer Station.

| Lane 61 connected | | | |
|----------------------|----|-------------|----------|
| J&B SCOTCH | 1N | 10.69 | ↑ ↓ |
| ALUMI | T | 11.34 | |
| 6 @ 1.89 | | | Items: 6 |
| ENTER ITEM | | Security OK | OK |
| Customer has Coupons | | | |

Status Bar

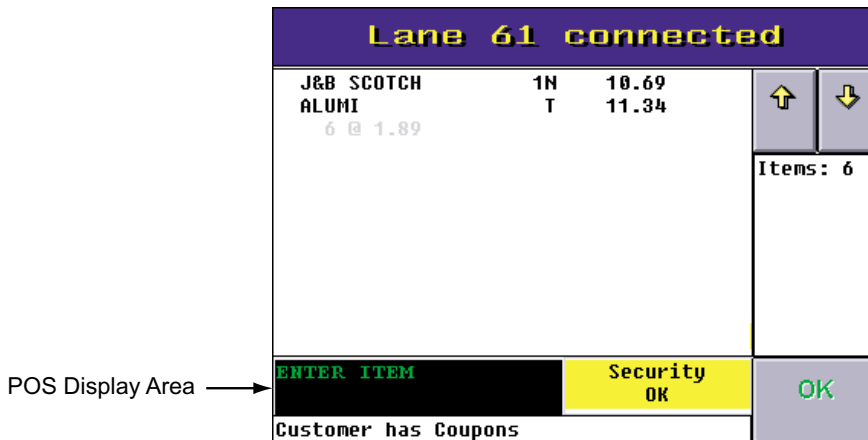
The status bar becomes blue when a lane is selected. You can only select one lane at a time.

Status Bar →

| Lane 61 connected | | | |
|----------------------|----|-------------|----------|
| J&B SCOTCH | 1N | 10.69 | ↑ ↓ |
| ALUMI | T | 11.34 | |
| 6 @ 1.89 | | | Items: 6 |
| ENTER ITEM | | Security OK | OK |
| Customer has Coupons | | | |

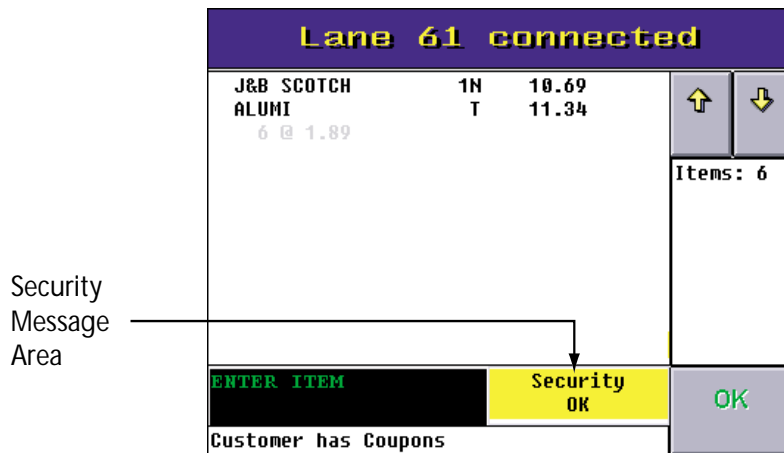
POS Display Area

The POS display area displays information messages that appear in conventional lanes. The POS display area instructs you on which entry you need to perform.



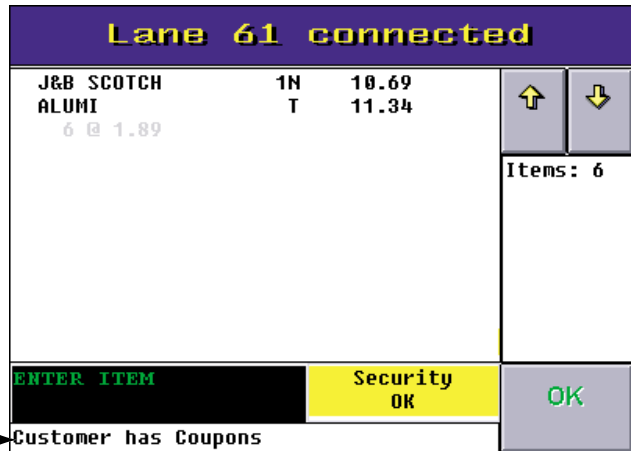
Security Message Area

The security message area displays the status of the U-Scan system's security.



Customer Station Message Area

The Customer Station message area displays messages sent from the Customer Station indicating that customers may require attendant intervention. The type of response required is usually indicated in the POS display area. For example, the message **Customer has coupons** means that the attendant must process the customer's coupons.



Customer Station Message Area →

Toolbar

The toolbar is located at the top of the Attendant Station screen. It contains several buttons and an informational message area. The buttons on the toolbar are described below.



VOID ITEM Button

The **VOID ITEM** button is used to void items during an order.



Lane Button

The **Lane** button is used to open or close a Customer Station to the public.



Lane Override

The **Lane Override** button returns the Customer Station to the previous screen or procedure.



Printer OK

The **Printer OK** button indicates the status of the Printer. The button reads **Offline** when the Printer is not functioning properly.



Lock Station Button

The **Lock Station** button is used to lock the Attendant Station. A password is required to open the Attendant Station again.



NOTES: *Customers can continue to scan items while the Attendant Station is locked.*

Manager Button

The **Manager** button accesses the [Manager Menu](#). Refer to the [Manager Menu](#) section below for instructions on how to access the **Manager** menu.



Manager Menu

The **Manager** menu allows you to print reports, reset weights in the weights database, view the version information for the Attendant Station and Customer Station software, access **Maintenance Mode**, and exit the Attendant Station program.

To access the **Manager** menu from the Attendant Station **Main Screen**:

1. Touch **Manager**.

The **Manager Password Req'd** screen appears.

A screenshot of the 'Manager Password Req'd' screen. The title bar is blue with yellow text. Below the title is a white text input field labeled 'Enter Managers Password'. The main area contains a numeric keypad with buttons for digits 1-9, 0, and 'Clear'. To the right of the keypad are two vertical buttons labeled 'Cancel' and 'Done'.

-
2. Enter the password (01), then touch **Done**.
The **Manager** menu appears.



DONE Button

The **Manager** button changes into the **DONE** button when the **Manager** menu is accessed. Touch **DONE** to exit the **Manager** menu.



Till Open Button

Touch **Till Open** to open the till.

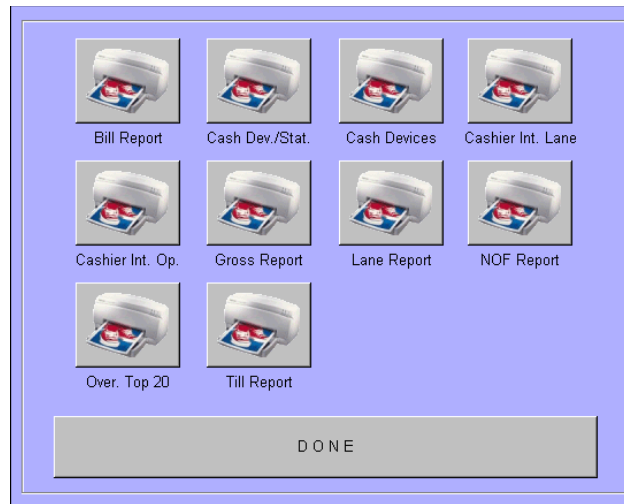


Reports Button

Touch **Reports** to access the **Reports** window.



The following report options are available:



NOTE: *The reports that calculate sales are not intended to replace store reports.*

Viewing Options

When you touch one of the report buttons, the following window appears:



This menu allows you to print reports for either the previous day or the current day. The cutoff time is the time when the day is considered finished. For instance, if today is Tuesday, and the cutoff time is 1:00 AM, then Today means from 1:00 AM Tuesday morning to 1:00 AM Wednesday morning. Yesterday means between 1:00 AM Monday morning and 1:00 AM Tuesday morning.

Cleanup Delay

Reports are kept in the database for a period of two days by default.

Credit Slip Button

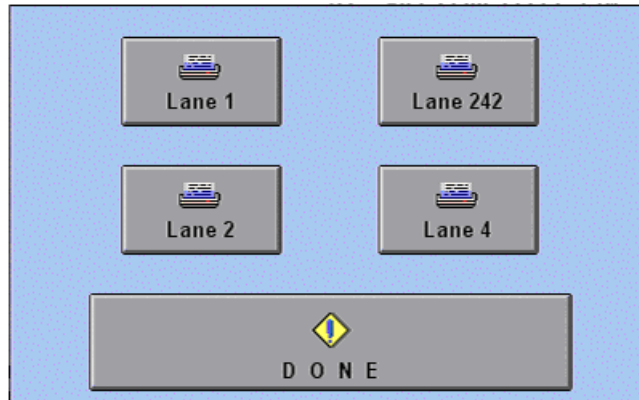
NOTE: *This function is not currently being used.*

The attendant can print a credit slip for a particular lane.

To print a credit slip:



-
1. Touch **Credit Slip**.
The **Credit Slip** window appears.



2. Touch the corresponding Customer Station lane number.
The credit slips print for that lane.

NBC Button

The **NBC** button accesses the **NBC Station Manager Start menu**. This menu can only be accessed with a password. The **NBC Station Manager Start menu** allows the store personnel to connect to the NBC Item Database Editor and NBC Drilldown Editor applications. For more information on the NBC Station Manager and the applications it accesses, refer to the NBC Station Manager document.



Reset Weight Button

If an item is creating weight violations for no valid reason, the attendant can reset the weight of the item. Touch **Reset Weight** on the **Manager** menu to reset the weights database for a particular item.



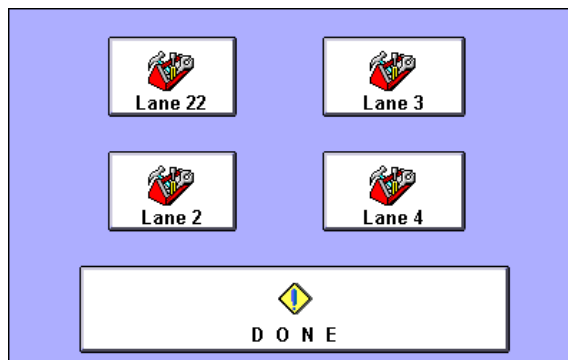
To reset an item's weight:

-
1. Touch **Reset Weight**.
The **Weight Record Lookup** window appears.
 2. Use the number pad to enter the UPC (numeric code) from the bar code.
 3. Touch **ENTER**.
The weight database values of the item display.
 4. Touch **Reset**.
The message *****record erased+++** displays.
The weight values associated with this bar code are deleted.
 5. If necessary, repeat step 2 to step 4 to reset the weights of more items.
 6. Touch **DONE** to exit the **Weight Record Lookup** window.
 7. Touch **DONE** in the **Manager** menu.
 8. At the Customer Station, scan the item and place it in the bag.
The correct (new) weight of the item will be sent to the database, and the message **Security OK (new item)** appears in the security message area of the corresponding lane window.

Functions Menu

You can access **Maintenance Mode** from the **Functions** window. To access **Maintenance Mode**:

1. Touch **Functions** on the **Manager** menu.
The **Functions** window appears.

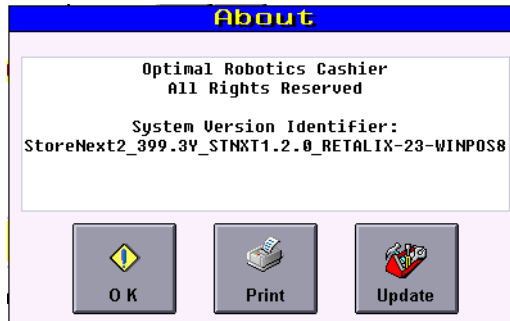


2. Touch the corresponding Customer Station lane number.
The corresponding Customer Station displays the **Maintenance Mode** screen.
3. When the required lanes are in **Maintenance Mode**, touch **DONE** to exit the **Functions** menu.
4. Touch **DONE** on the **Manager** menu.

For a detailed description on the features available in **Maintenance Mode**, refer to [“Maintenance Mode”](#) on page 41.

About Button

Touch **About** to view information about the software used on the Attendant Station, as well as which Customer Station version is running. This information is essential to obtain effective technical support. The following illustration shows a typical **About** window.



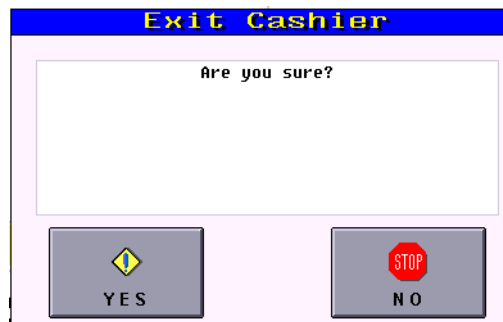
Exit C:\> Button

The **Exit C:\>** button gives the manager access to the Attendant Station **Launchpad**.

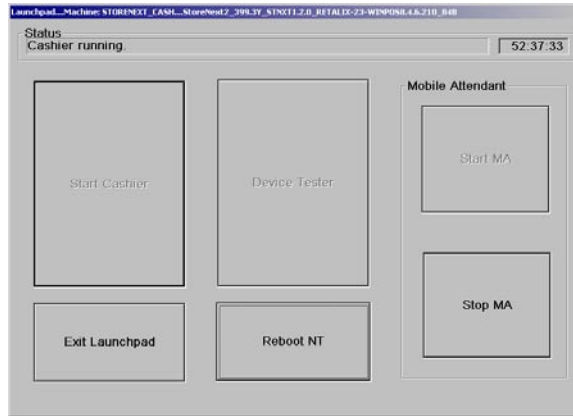


To exit the Attendant Station program:

1. Touch **Exit C:\>**.
The **Exit Cashier** window appears.



-
2. Touch **YES** to confirm that you want to exit the Attendant Station **Main Screen**. The Attendant **Launchpad** displays. From the **Launchpad**, the manager can access the **Device Tester** and the Windows environment.



3. Touch **Exit Launchpad**. A confirmation box appears.



4. Touch **Yes** to exit the Attendant **Launchpad** and return to the Windows environment.

Direct Mode

When you access **Direct Mode**, the ISS-45 POS screen (WinPOS) displays on the Attendant Station screen. In **Direct Mode**, you can process orders as you would at a regular lane.

To access **Direct Mode**:

Touch the lane window that corresponds to the Customer Station you wish to access.



To exit **Direct Mode**:

Touch **Press here to go back to U-SCAN**.

Attendant Sequences

This chapter outlines attendant sequences for processing transactions at the U-Scan Attendant Station. This chapter is divided into two sections:

- [Attendant Sequences](#)
- [Payment Methods](#)

If you are viewing this document in PDF format, click the section you wish to see to go directly to it.

Attendant Sequences

This section contains the following attendant sequences:

- [Signing On](#) (page 20)
- [Signing Off](#) (page 20)
- [Processing a Large Item](#) (page 20)
- [Processing an Age-Restricted Item](#) (page 21)
- [Processing an Item by Department](#) (page 21)
- [Processing Coupons](#) (page 22)
- [Voiding an Item from the Main Screen](#) (page 22)
- [Canceling an Order](#) (page 23)
- [Canceling an Order](#) (page 23)
- [Performing a Manager Override](#) (page 23)

Signing On

1. Touch the first lane window.
Direct Mode is accessed.
2. Touch **SIGN ON**.
The lane is signed on.
3. Touch **Press here to go back to U-SCAN**.
Direct Mode exits.
4. Repeat this procedure for each lane window.

Signing Off

1. Access **Direct Mode**.
2. Touch **SIGN OFF**.
The lane is signed off.
3. Touch **Press here to go back to U-SCAN**.
Direct Mode exits.

Processing a Non-Bar Coded Item

1. When the message **Non Bar-coded Item** appears, touch the lane window.
Direct Mode is accessed.

*NOTE: If **Direct Mode** is not accessed when you touch the lane window, touch the blue status bar at the top of the lane window.*
2. Use the number pad on the screen to enter the PLU code.
3. Touch **Enter**.
Direct Mode exits.

Processing a Large Item

1. When the message **Large item** appears, touch the lane window.
Direct Mode is accessed.
2. Take the Hand Scanner to the Customer Station and scan the large item(s).
3. On the Customer Station screen, touch **Done**.

OR

At the Attendant Station, touch **Press here to go back to U-SCAN**.

Processing an Age-Restricted Item

The message **Age verification required** appears when the customer scans an age-restricted item such as alcohol or tobacco.

1. When the message **Age verification required** appears in the POS display area, touch the lane window.
Direct Mode is accessed. The **PLEASE ENTER CUSTOMER BIRTHDAY** screen displays.
2. Ask to see the customer's ID.
3. If the customer is obviously of age,
 - a. Touch **Accept** on the right side of the screen.
The **CONTROL CHECK 98 Age Check** screen appears.
 - b. Touch **Accept** again.
Direct Mode exits.

OR

4. Enter the customer's date of birth in the format DDMMYY.
5. Touch **Enter**.
The **PLEASE CONFIRM BIRTHDAY** screen appears.
6. Touch **Yes** to confirm the date of birth.
7. Touch **Press here to go back to U-SCAN**.
Direct Mode exits.

Processing an Item by Department

1. Touch the lane window to access **Direct Mode**.
2. Touch **DEPT LIST**.
The choices **Food Stamp** and **Non Food Stamp** appear.
3. Touch the appropriate button.
The department buttons display.
4. Touch the appropriate department button.
The **Enter AMOUNT** screen appears.
5. Use the number pad to enter the amount of the purchase.
6. Touch **Enter**.
7. Touch **Press here to go back to U-SCAN**.
Direct Mode exits.

Processing Coupons

1. Touch the lane window displaying the message **Customer has problem with coupon.**
Direct Mode is accessed.

2. Scan the coupon's bar code.

OR

- a. Touch **VNDR COUPON.**
 - b. Touch **FOOD VCPN** for food-item coupons or **NON FOOD VNDR CP** for non-food item coupons.
A list of coupon amounts appears.
 - c. Touch the button displaying the amount of the coupon.
3. Touch **Press here to go back to U-SCAN.**

Voiding an Item in Direct Mode

1. Touch the lane window.
Direct Mode is accessed.
2. Touch **GENERAL VOID.**
3. Touch **VOID ITEM.**
4. Scan the item's bar code.
The item price is subtracted from the order.

OR

5. Enter the item's UPC and touch **Enter.**
The item price is subtracted from the order.
6. Touch **Press here to go back to U-Scan.**
The message **Take voided item from customer** appears.
7. Take the voided item from the customer.
8. Touch the lane window.
The message is cleared.

Voiding an Item from the Main Screen

1. Use the arrow buttons on the right side of the lane window to highlight the item to be voided.
2. On the toolbar at the top of the screen, touch **VOID ITEM.**
A confirmation screen appears.

-
3. Touch **YES**.
The item is voided. The price of the item is subtracted from the total on the receipt screen, and the message **Take voided item from customer** appears.
 4. Take the voided item from the customer.
 5. Touch the lane window.
The message is cleared.

Canceling an Order

NOTE: *You cannot cancel an order if the Customer Station is in **Tender Mode**.*

1. When the message **Cancel order** appears, make sure that the customer wishes to cancel the order.
2. Touch the lane window displaying the customer's order.
Direct Mode is accessed.
3. Touch **GENERAL VOID**.
A list of void options appears.
4. Touch **VOID TRANS**.
The **VOID TRANSACTION** screen appears.
5. Touch **YES**.
The **CONTROL CHECK 08 Manager Required** screen appears.
6. Touch **Yes**.
The **Enter Supervisor Password** screen appears.
7. Enter the supervisor ID (2 in-house), then touch **Enter**.
8. Enter the supervisor password (0 in-house), then touch **Enter**.
The order is canceled. **Direct Mode** exits.

Accessing Training Mode

Training Mode is not yet implemented for U-Scan at ISS-45 stores. **Subject to change.**

Performing a Manager Override

Follow these steps if a **CONTROL CHECK** screen appears when you are in **Direct Mode**.

1. When the **CONTROL CHECK** screen appears, touch **Yes**.
The **Enter Supervisor Password** screen appears.
2. Enter the supervisor ID (2 in-house), then touch **Enter**.
3. Enter the supervisor password (0 in-house), then touch **Enter**.

-
4. Touch **Press here to go back to U-SCAN.**
Direct Mode exits.

Payment Methods

This section contains procedures for processing the following methods of payments:

- [Processing Payment by Cash at the Attendant Station](#) (page 25)

Processing Payment by Cash at the Attendant Station

Follow these steps if you need to process a payment by cash at the Attendant Station.

1. Touch the lane window displaying the customer's order.
2. Touch the status bar.
Direct Mode is accessed.
3. Touch **Enter**.
The order is totalled. The payment options display.
4. Touch the **Dollar** button.
A list of cash amounts appear.
5. Touch the button corresponding to the amount the customer gives you.

OR

- a. Touch **Key \$ Amt** to enter an amount.
The **TENDER CASH** screen appears.
- b. Enter the amount the customer gives you, then touch **Enter**.
The change due displays momentarily. **Direct Mode** exits and the till opens.
- c. Put the cash in the cash tray.
- d. Give the customer any change due.
- e. Close the till.

U-Scan Security System

This chapter describes the U-Scan® security system. The following topics are covered in this chapter:

- [Introduction to the U-Scan Security System](#) (Security elements and item types)
- [Weights Database](#)
- [Security Messages](#)

If you are viewing this document in PDF format, click the section you wish to see to go directly to it.

Introduction to the U-Scan Security System

The following elements make up the U-Scan security system:

- Bag Scale
- Scanner Scale
- Weights Database file

The U-Scan security behavior and the elements involved in it depend on the type of item being processed (produce, bar-coded item, etc.).

Types of Items

The security system processes items in one of two ways, depending on the type of item. For security purposes, all items can be grouped into two categories:

- Attendant intervention items
- Regular bar-coded items

Attendant Intervention Items

Attendant intervention items require an entry from the attendant.

Examples:

- **Produce item:** The attendant may have to enter a PLU code for items sold by weight.
- **Item that triggers the message “Not on File” or “Not found” when scanned:** The attendant must enter a price and department for the item.
- **Quantity-required item:** The attendant must enter the quantity of items for items sold by quantity (i.e. cucumbers).

Security Elements Involved:

- Bag Scale
- Scanner Scale

Security Process

1. The Customer Station instructs the customer to place the item on the Scanner Scale and wait.
2. A message displays at the Attendant Station informing the attendant which entry she must perform.
3. The attendant performs the appropriate entry, such as entering a PLU code.
4. The Customer Station instructs the customer to place the item in the bag.
5. The U-Scan compares the weight placed on the Bag Scale to the weight placed on the Scanner Scale at the time of the entry. The weights should match.

Regular Bar-Coded Item

The attendant **DOES NOT** have to perform an entry to process a regular bar-coded item.

Security elements involved:

- Bag Scale weight
- Weight record in the weights database

Security Process

1. The customer scans the item's bar code and places the item in the bag.
2. When the Bag Scale detects a stable weight, it compares it to the value(s) on the item's weight record.

Weights Database

The weights database is located on each **Customer Station Computer** and **not on the Store Controller Computer**. This database maintains a weight record for all bar-coded items purchased at the U-Scan.

When the weight placed on the Bag Scale differs **more than 0.05 lb.** (tolerance) from the weights recorded on the weight record, the message **UPC ITM WGT DIFF** appears at the Attendant Station in the security message area. If the attendant touches the **Security Override** button and overrides this message, she instructs the weights database to include the new weight on the weight record for the item.

Most attempts to bypass the security verification will fail. However, two types of items can be scanned twice. A customer can scan a second item without putting the first item scanned on the Bag Scale in the following instances **only**:

- The item is a **light item** that weighs less than 0.05 lb.
- The item is a **new item** that does not have a weight record in the weights database.

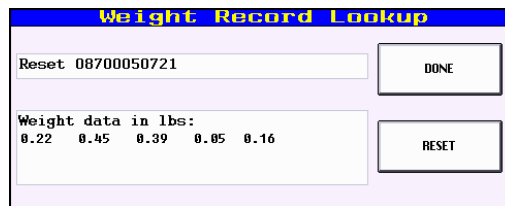
Resetting an Item's Weight

If an item is creating weight violations for no valid reason, the attendant can reset the weight of the item using the **Reset Weight** button in the **Manager** menu.

To reset an item's weight:

1. Touch **Reset Weight**.

The **Weight Record Lookup** window appears.



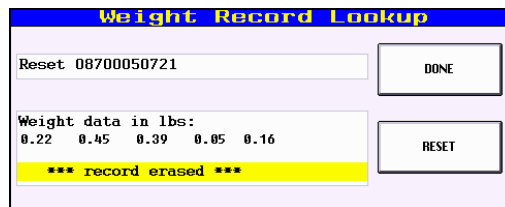
The screenshot shows a window titled "Weight Record Lookup" with a blue header. It contains a text input field with "Reset 08700050721" and a "DONE" button to its right. Below this is a section labeled "Weight data in lbs:" with the values "0.22 0.45 0.39 0.05 0.16" and a "RESET" button to its right.

2. Scan the item's bar code with the Hand Scanner.
The weight database values of the item display.

3. Touch **Reset**.

The message *****record erased***** displays.

The weight values associated with this bar code are deleted.



This screenshot is identical to the previous one, but with a yellow highlight behind the text "*** record erased ***" at the bottom of the window.

4. If necessary, repeat step 2 and step 3 to reset the weights of more items.

5. Touch **DONE** to exit the **Weight Record Lookup** window.

6. Touch **DONE** in the **Manager** menu.

7. At the Customer Station, scan the item and place it in the bag.

The correct (new) weight of the item is sent to the database, and the message **Security OK (new item)** appears in the security message area of the corresponding lane window.

Security Messages

The table below lists the most common security messages, their meaning, and the appropriate action to resolve them.

Security Messages and Their Meaning

| Message/ Violation | Meaning | Action |
|--|---|---|
| SECURITY OK | No weight discrepancies have been observed. The Bag Scale is in a stable state. | None |
| WAITING FOR ITEM IN BAG Message/ violation | An item has been purchased, and there is a weight record (expected weight(s)) for this item. | None |
| WAITING FOR ITEM IN BAG Message/ violation | The item scanned has not yet been placed in the bag. The U-Scan is preventing the order from continuing. If you override this message, the weight record for this item will be adjusted. | Verify that the customer places the item in the bag. When the item is in the bag, the message and rotating siren will disappear. |
| ITEMS WERE ADDED ### lb. Message/ violation | The last item (if any) scanned was verified, but there is now extra weight on the Bag Scale (represented by ### lb.) | Verify that the extra item is removed (and scanned). The message disappears when the item is removed. If shoppers place personal belongings on the bag platform, instruct them to remove them and place them on the other side of the platform (off the Bag Scale). |
| ITEMS WERE REMOVED ### lb. Message/ violation | The last item (if any) was verified, but weight has been removed from the Bag Scale. | Verify that the item removed is placed back in the bag. NOTE: <i>If customer does not want to not place the item in the bag, you can touch the rotating siren button to override the violation.</i> |
| UPC ITEM WEIGHT DIF. ### lb. Violation | For scanned items: the weight placed on the bag scale differs from the value (s) in the item's weight database. | Verify that the item scanned is the item placed in the bag. Do not override this message unless there is a <u>valid reason</u> for the violation. |

Security Messages and Their Meaning

| Message/ Violation | Meaning | Action |
|---|---|--|
| SCALE ITEM WEIGHT DIF. ### lb. Violation | Attendant intervention & produce items: the weight reported by the Bag Scale differs from the weight placed on the Scanner Scale at the time of the entry. | Items sold by weight: Void the entry and ask the customer to place the item on the Scanner Scale again. Item sold by unit: Verify that the correct item or items are in the bag. Override the violation if necessary. |
| WAITING FOR ITEMS REMOVED Message/ violation | An order has been started, but the Bag Scale detects weight left from the previous order. | Verify that there are no items on the Bag Scale. |
| WAITING FOR ITEMS REMOVED Message/ violation | The order has tendered. The system expects the bags to be removed from the Bag Scale. | Instruct the customer to remove the bags from the Bag Scale. |
| WAITING FOR ITEM IN BAG* Message | The item scanned is a new item. There is no weight record in the Store Controller to verify the weight. | The U-Scan creates a weight record for the item based on the weight placed on the Bag Scale. Verify that the item is placed in the bag. |
| SECURITY OK (New Item) Message | The U-Scan has created a weight record for the item just scanned. This message appears as soon as a stable weight is placed on the Bag Scale, or after the required amount of time has lapsed to establish the item as a light item if no weight (-0.05) is detected. | The U-Scan creates a weight record for the item based on the weight placed on the Bag Scale. Verify that the item is placed in the bag. |
| SECURITY OK +++ Message/ violation | The Bag Scale has reached the maximum weight capacity. | Remove some bags or articles from the Bag Scale and override the Item(s) were removed violation message. |

Security Messages and Their Meaning

| Message/ Violation | Meaning | Action |
|---|---|---|
| <p>ITEM IN BAG BEFORE ITEM DETECT</p> <p>Violation</p> <p>(This message is for the EAS.)</p> | <p>The customer places the item scanned in the bag before demagnetizing it.</p> | <p>Locate the item and demagnetize it.</p> |
| <p>WAITING FOR ITEM DETECT</p> <p>(This message is for the EAS.)</p> | <p>The scanned item has not been demagnetized or placed in the bag. The U-Scan is preventing the order from continuing.</p> | <p>Verify that the customer demagnetizes the item and places it in the bag.</p> |
| <p>SECURITY OK (BYPASSED)</p> <p>(This message is for items that have been identified as entries in the NOSCTY.DAT file.)</p> | <p>No security verification has occurred for that item. Security has been bypassed.</p> | <p>Visually verify that the item scanned is the item placed in the bag.</p> |

Customer Station Interface Customization



This chapter is a draft only and all information and procedures are subject to change.

This chapter contains the following information and procedures:

- [Logo Specifications](#) (page 34)
- [Accessing TenderCustomizer.exe](#) (page 35)
- [Changing the Background Color](#) (page 35)
- [Enabling the PLU Numberpad](#) (page 36)
- [Modifying the Payment Buttons](#) (page 37)

StoreNext dealers can perform minor customization to the U-Scan Customer Station interface. The following options can be set up:

- Store logo
- Background color
- **Payment** screen layout
- PLU purchase method: PLU entry number pad or drilldown menus

Logo Specifications

StoreNext dealers must save an image of the store's logo in the appropriate folder on the Customer Station Computer. All logo images **must** conform to the following format specifications:

Format

- Logo images must be saved in portable network graphics (PNG) 24 full-color format.

NOTE: *Use Adobe Photoshop Version 6.0 or later, JASC Paintshop Pro, or Macromedia Fireworks to create PNG files.*

Effects

- The content (logo) must be centered in the image.
- Use transparent effects only, such as drop-shadows.
- Mask the image content so that only the logo is shown by removing any background information (such as a solid color) and leaving the area surrounding the logo transparent.



Appearance in Graphics Application

Naming Convention and Image Size

- Create a small, medium, and large logo image.
- Make sure that you name the files EXACTLY as shown below, and that they are the correct size. If the file is named incorrectly, the image will not display. If the image is not the correct size, the image will not display properly.
 - **PIC_LOGO_SMALL.PNG** - 130 pixels wide by 100 pixels high
 - **PIC_LOGO_MEDIUM.PNG** - 500 pixels wide by 160 pixels high
 - **PIC_LOGO_LARGE.PNG** - 500 pixels wide by 230 pixels high

Location

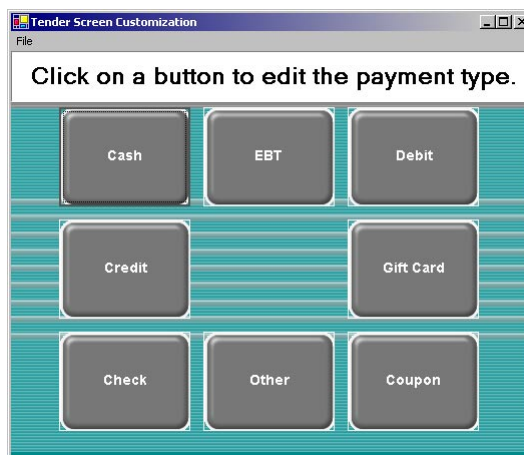
- Save all image files in **C:\Robot\Data\IEMedia\Images**. If you do not store the image files in this folder, the image will not display.

TenderCustomizer.exe

TenderCustomizer.exe is an application that allows StoreNext dealers or U-Scan technicians to change the background color, choose how non bar-coded items will be purchased at the Customer Station, and select which of the eight payment options will display on a certain button.

Accessing TenderCustomizer.exe

1. Open Windows Explorer.
2. Go to **C:\Robot\Data**.
3. Double-click **TenderCustomizer.exe**.
TenderCustomizer.exe starts. The **Tender Screen Customization** screen displays.



Changing the Background Color

1. Start **TenderCustomizer.exe**. (Refer to [“Accessing TenderCustomizer.exe”](#) on page 35 if necessary.)
2. From the **File** menu, select **Set Background Color**.
The **Color** screen appears.



3. Click the background color you wish to set.

-
- Click **OK**.

NOTE: *The change takes effect immediately. You do not need to restart the software.*

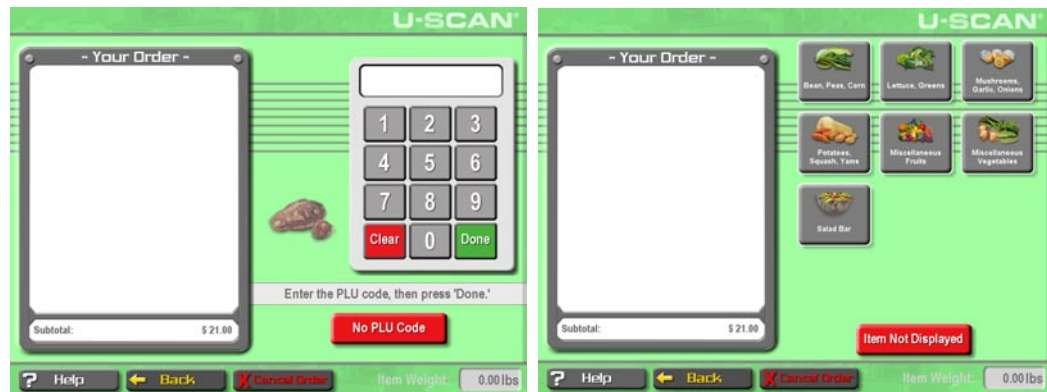
- From the **File** menu, click **Exit** to exit the **Tender Screen Customization** screen.

Enabling the PLU Numberpad

Stores can choose to process PLU purchases in one of two ways:

- Customers are prompted to enter the PLU on a number pad on the screen. If the customer selects **No PLU**, a non bar-coded item (drilldown) menu appears to allow the customer to select the item. **For this option, the PLU Numberpad must be enabled.**
- Customers are prompted to select the item directly from the non bar-coded item (drilldown) menus. The customer is not given the option of entering the PLU code. **For this option, the PLU numberpad must be disabled.**

Depending on the option the store selects, one of the following screen displays after the customer selects **Produce**:



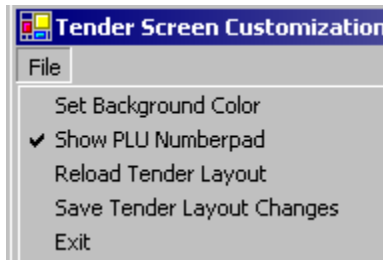
Numberpad Enabled

NBC Item Menus

Displaying the PLU Numberpad

- Start **TenderCustomizer.exe**. (Refer to [“Accessing TenderCustomizer.exe”](#) on page 35 if necessary.)
- From the **File** menu, select **Show PLU Numberpad**.
The menu exits.
- To confirm the change, open the **File** menu.

-
4. Ensure that a check mark appears beside **Show PLU Numberpad**.



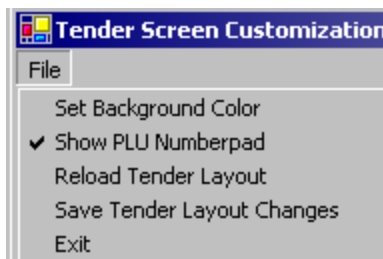
NOTE: *The change takes effect immediately. You do not need to restart the software.*

5. Click **Exit** to exit the **Tender Screen Customization** screen.

Disabling the Numberpad

If you disable the numberpad, the non bar-coded item (drilldown) menu appears when customers select **Produce**.

1. Start **TenderCustomizer.exe**. (Refer to “[Accessing TenderCustomizer.exe](#)” on page 35 if necessary.)
2. If there is **no** check mark beside **Show PLU Numberpad**, no action is required. The numberpad is already disabled.
3. If there is a check mark beside **Show PLU Numberpad** as shown below,



click **Show PLU Numberpad** to disable this option.

4. To confirm the change, open the **File** menu.
5. Ensure that there is no check mark beside **Show PLU Numberpad**.

NOTE: *The change takes effect immediately. You do not need to restart the software.*

6. Click **Exit** to exit the **Tender Screen Customization** screen.

Modifying the Payment Buttons

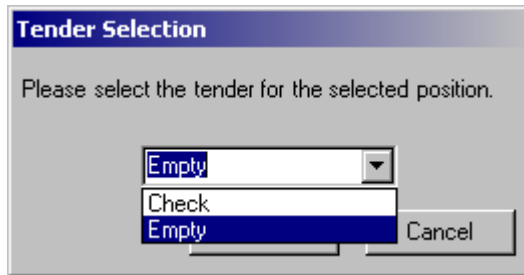
The **Tender Screen Customization** screen allows the user to set up the following options for the **Payment** screen that displays after the customer selects **Pay Now**:

- Specify the text (payment method) displayed on the button

-
- Specify whether the button will be “empty.” If a button is empty, no payment method is associated with this button and it will not appear on the screen.

Setting Up a Payment Button

1. Start **TenderCustomizer.exe**. (Refer to [“Accessing TenderCustomizer.exe”](#) on page 35 if necessary.)
2. Click the payment button that you wish to set up.
The **Tender Selection** screen displays.
3. Click the down arrow to display the list of available payment methods.



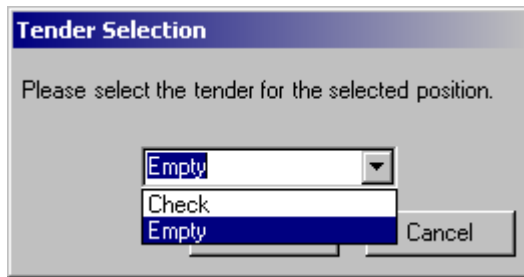
NOTE: *Only the payment methods that are not yet assigned to a button are displayed in the list.*

4. Select the payment method you wish to assign to the button.
5. Click **OK**.
The button is updated with the payment method.
6. From the **File** menu, select **Save Tender Layout** changes.
7. If necessary, repeat these steps to set up additional payment buttons.
8. Restart the Customer Station. (Refer to [The Payment](#) screen updates after the software restarts.)

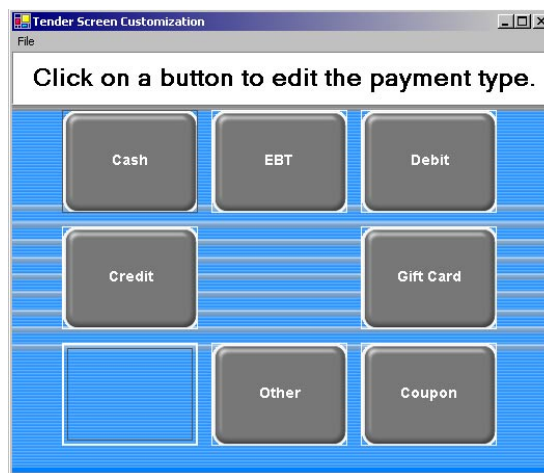
Setting a Payment Button to Empty

1. Start **TenderCustomizer.exe**. (Refer to [“Accessing TenderCustomizer.exe”](#) on page 35 if necessary.)
2. Click the payment button that you wish to set to empty.
The **Tender Selection** screen displays.

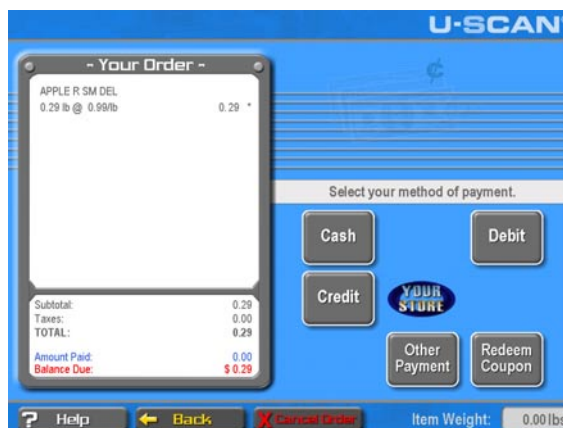
3. Click the down arrow to display the list of options.



4. Select **Empty**.
5. Click **OK**.
The **Tender Selection** screen exits. The button is removed from the payment buttons layout.

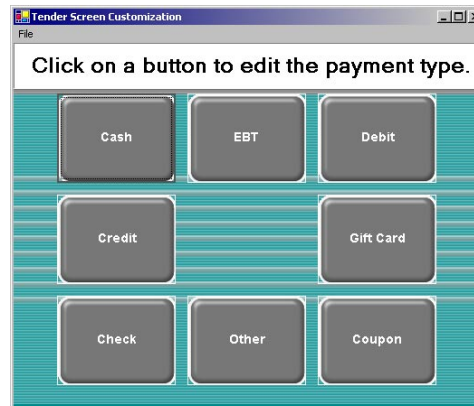


6. From the **File** menu, select **Save Tender Layout** changes.
7. If necessary, repeat these steps to set additional payment buttons to empty.
8. Restart the Customer Station.
9. The **Payment** screen updates after the software restarts.



Loading the Default Options

By default, all eight payment buttons display in the order shown below:



If you have made changes to the payment button layout and wish to reload the default options, perform the following steps:

1. Start **TenderCustomizer.exe**. (Refer to [“Accessing TenderCustomizer.exe”](#) on page 35 if necessary.)
2. From the **File** menu, select **Reload Tender Layout**.
The default options display.
3. If you wish to save the layout, select **Save Tender Changes** from the **File** menu.

Maintenance Mode

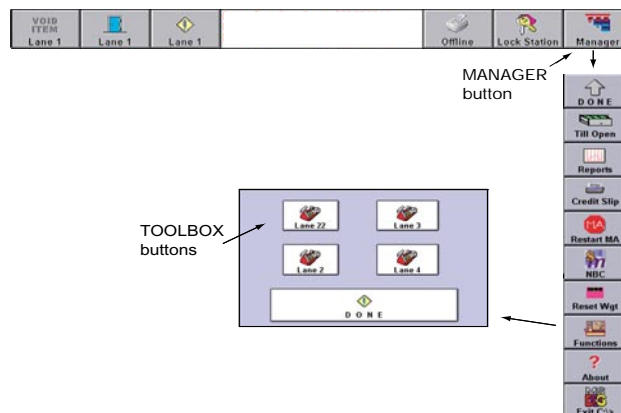
Each of the Customer Stations can be put into **Maintenance Mode**. **Maintenance Mode** allows attendants and technicians to perform various functions including testing the dispensers and acceptors, adjusting the speaker volume, and setting up certain devices. **Maintenance Mode** can also be used to set up the multimedia through the **Custom Setup** for a left or a right U-Scan system (or options, if applicable).

This chapter contains the following procedures:

- [Accessing Maintenance Mode](#) (page 41)
- [Setting Up the Customer Station Configuration](#) (page 43)
- [Performing a Test Dispense](#) (page 42)

Accessing Maintenance Mode

1. Touch **Manager**.
The **Manager Password Req'd** screen appears.
2. Enter the password (**01** in-house).
3. Touch **Done**.
The **Manager** menu appears.
4. Touch **Functions**.
The **Functions** window appears.



5. Touch the **Toolbox** button for the lane that you wish to put into **Maintenance Mode**. The Customer Station displays the **Maintenance Mode** screen.



6. Touch **DONE** in the **Functions** window.
7. Touch **DONE** on the **Manager** menu.

Performing a Test Dispense

1. Access **Maintenance Mode** for the Customer Station at which you wish to perform a test dispense. See [“Accessing Maintenance Mode”](#) on page 41.
2. Go to the Customer Station.
3. On the **Maintenance Mode** screen, touch **TEST DISPENSERS**. The **Please enter your password** screen appears.
4. Enter the password (**1379**), then touch **Done**.
5. Count the money dispensed. The total depends on the type of system you have. See the following table to check the amount dispensed.

| Number of Cassettes | Amount Dispensed |
|--------------------------------|------------------|
| 2 Cassettes | \$13.41 |
| 3 Cassettes: \$1, \$5 and \$10 | \$28.41 |
| 3 Cassettes: \$1, \$5 and \$20 | \$33.41 |

6. Put the money dispensed into the till or into the Bill and Coin Acceptors.
7. Touch **EXIT MAINTENANCE** to exit **Maintenance Mode**.

Setting Up the Customer Station Configuration

This section contains the following procedures:

- [Setting Up the EAS Type](#) (page 43)
- [Changing the EFT Type](#) (page 45)
- [Changing the Scanner Scale Type](#) (page 44)
- [Selecting the Customer Station Casing Type](#) (page 46)

Setting Up the EAS Type

NOTES: *ISS-45 stores do not use an EAS device. The EAS type should always be set to No EAS.*

*You may be prompted to enter a password after you select **CUSTOM STATION CONFIGURATION**.*

1. Touch **CUSTOM STATION CONFIGURATION**.
The following screen appears:



2. Touch **Modify EAS Configuration**.
The following screen appears:



3. Ensure that **No EAS** is highlighted in red.
4. Ensure that **Automatic** is highlighted in red.
5. Touch **Confirm**.

The following screen appears:



6. Touch **MAIN MENU** to return to the **Maintenance Mode** main menu.

OR

Touch **EXIT MAINTENANCE** to exit **Maintenance Mode**.

Changing the Scanner Scale Type

1. Touch **CUSTOM STATION CONFIGURATION**.

The following screen appears:



2. Touch **Change Scanner**.

The following screen appears:



3. Select the appropriate Scanner Scale.

-
4. Touch **CONFIRM**.
The following screen appears:



5. Touch **MAIN MENU** to return to the **Maintenance Mode** main menu.
OR
Touch **EXIT MAINTENANCE** to exit **Maintenance Mode**.

Changing the EFT Type

1. Touch **CUSTOM STATION CONFIGURATION**.
The following screen appears:



2. Touch **Change EFT**.
The following screen appears:



3. Select the appropriate EFT Pinpad.
4. Touch **CONFIRM**.
The following screen appears:



5. Touch **MAIN MENU** to return to the **Maintenance Mode** main menu.
OR
Touch **EXIT MAINTENANCE** to exit **Maintenance Mode**.

Selecting the Customer Station Casing Type

1. Touch **CUSTOM STATION CONFIGURATION**.
The following screen appears:



2. Touch **Select Casing**.
The following screen appears:



-
3. Select the appropriate Customer Station casing.
 4. Touch **CONFIRM**.
The following screen appears:



5. Touch **MAIN MENU** to return to the **Maintenance Mode** main menu.
- OR**
- Touch **EXIT MAINTENANCE** to exit **Maintenance Mode**.

Technical Information

This chapter presents the following information:

- [Special Considerations](#) (page 49)
- [ISS-45 Network Communication](#) (page 50)
- [ISS-45 Computer Configuration](#) (page 51)
- [Special Procedures](#) (page 53)

Special Considerations

Special Considerations

Store Controller

- The ISS-45 Store Controller must be running software version 8.4.3.21.
- The Retailix server must be running version 8.0.8.0050.

Hardware

- Standard devices and device testing procedures.
- 92M keyboard at the Attendant Station. ***No information is available on this keyboard at this time.**
- Customer Stations have a dual-head video card.
- The Touch Screen Monitor connects to COM 1 of the Customer Station Computer.

Network

- The Customer Station Computer retains the standard configuration.
- The lane is recognized through the Customer Station's IP address.

EFT Device

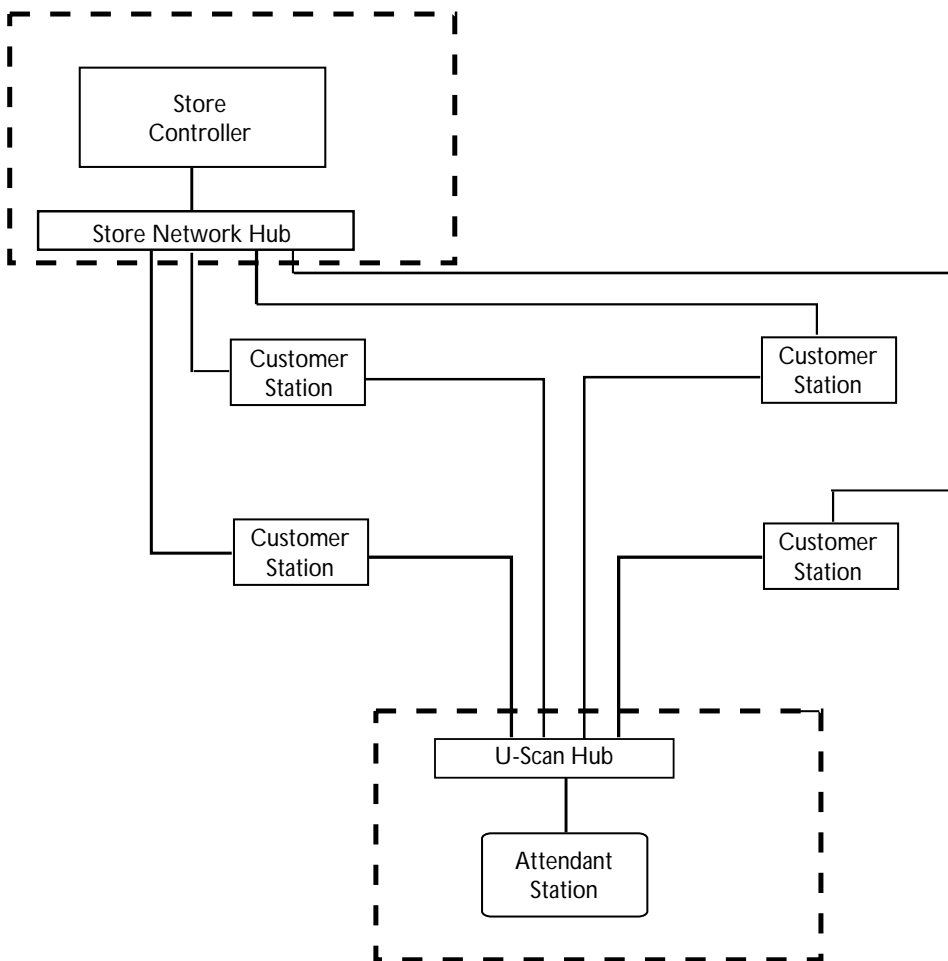
- The EFT serial cable connects to COM 2 of the Computer.

ISS-45 Network Communication

The ISS-45 Store Controller stores a database with information on all items, including if the item is taxable, or age restricted, and the item description, price, or type of item, etc. The U-Scan communicates with the Store Controller to access this data. The ISS-45 terminals also access this data every time an item is scanned.

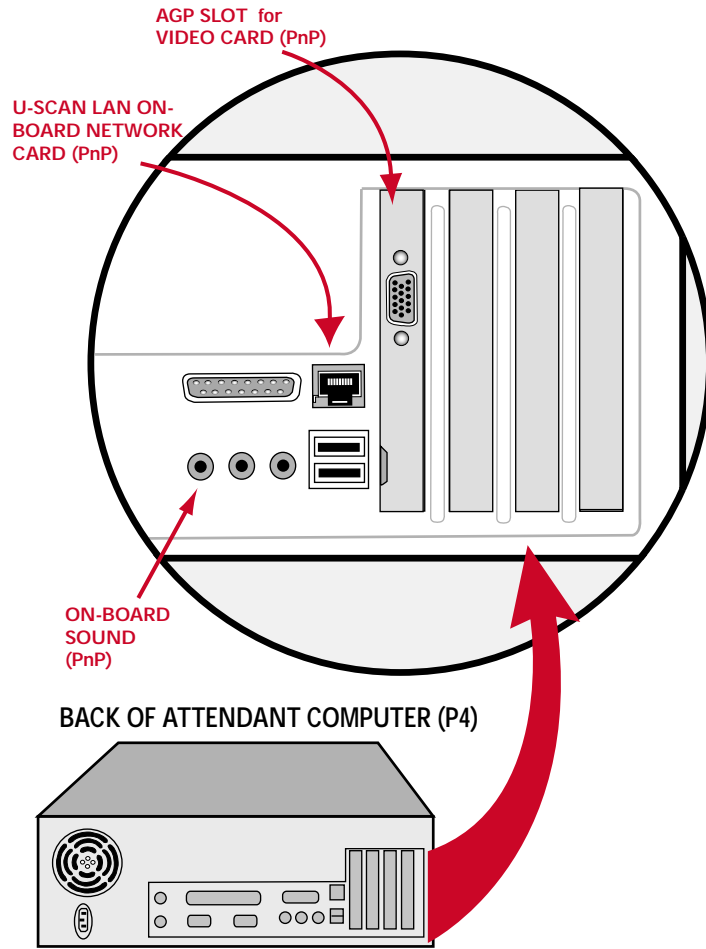
Each ISS-45 Customer Station has two network cards, one card to connect to the Store Controller, and one to connect to the Attendant Hub. The WinPOS application runs at each Customer Station. The U-Scan system and the Store Controller communicate through the terminal application. The communication at the U-Scan can be summarized as: Customer Station-> Store Controller-> Customer Station-> Attendant Station.

ISS-45 Topology



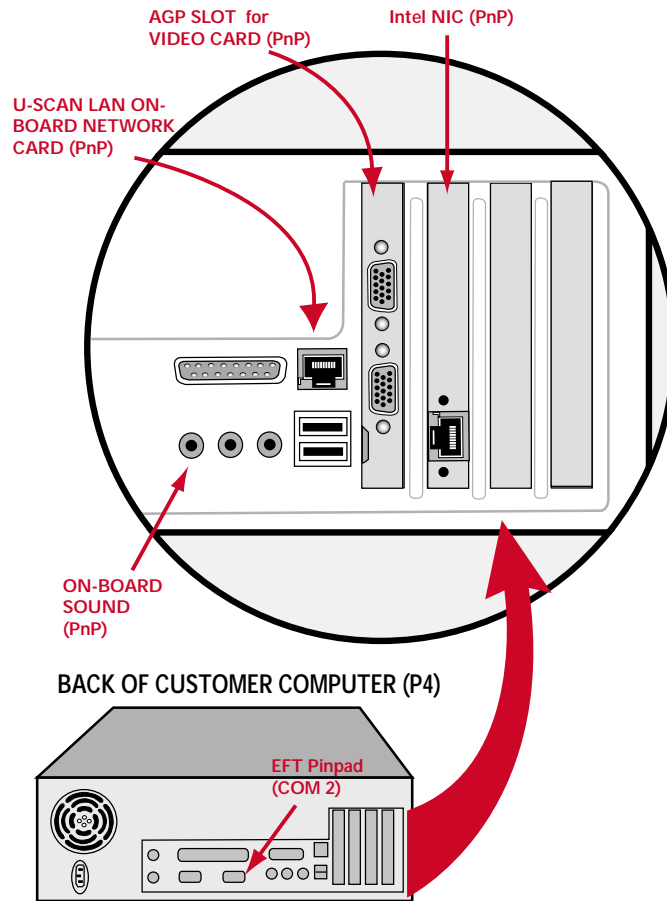
ISS-45 Computer Configuration

ISS-45 Attendant Station Computer (P4)



| Slot Number | Slot Type | Card Type | IRQ | Bound Protocols | IP Addresses | Other |
|----------------|-----------|--------------------|-----|-------------------|------------------|------------|
| On-board LAN | N/A | Intel NIC on-board | PnP | NetBeui TCP/IP | IP = 192.168.0.5 | U-Scan LAN |
| On-board Sound | N/A | Sound MAX on-board | PnP | | | |
| 1 | AGP | Video Nvidia MX400 | PnP | | | |
| 2-4 | N/C | | | | | |

ISS-45 Customer Station Computer (P4)



| Slot Number | Slot Type | Card Type | IRQ | Bound Protocols | IP Addresses | Other |
|----------------|-----------|---|-----|---|---------------------|------------|
| On-board LAN | N/A | Intel NIC on-board | PnP | NetBeui TCP/IP NWLink IPX/SPX NWLink Netbios | IP = 192.168.0.1-4 | U-Scan LAN |
| On-board Sound | N/A | Sound MAX on-board | PnP | | | |
| 1 | AGP | Matrox Millennium G450 dual-head video card | PnP | | | |
| 2 | PCI | Intel NIC | PnP | NetBeui TCP/IP NWLink IPX/SPX NWLink Netbios | IP = store-assigned | Store LAN |
| 3, 4 | N/C | | | | | |

Special Procedures

Program the EFT Pinpad

The EFT Pinpad must be configured. Perform the procedure below if you need to configure the EFT Pinpad.

1. Ensure that the Pinpad is connected to COM 2 of the Computer.
2. Stop WinPOS.
 - a. Access the Customer Station Computer keyboard.
 - b. Press **ALT+TAB** to access WinPOS.
 - c. Press **ALT+F4** to stop WinPOS.
3. Stop the Customer Station software. If necessary, refer to “Stop the Customer Software” in the Introduction to the **Technical Training Guide Devices** manual.
4. Press **7+ENTER** (at the same time).
5. Enter the password (**166831**).
6. Press **ENTER**.
7. Use the upper left and right buttons to select **Download**.
8. Press the center button to accept.
9. Select **Port 1**, then press the center button to accept.

The Auto bad check starts. When the Pinpad is ready, the message **Download Required** appears.

Rebooting and Shutting Down

This chapter describes procedures for restarting and shutting down. If you are viewing this document in PDF format, click the procedure that you need to go directly to it.

- [Rebooting the Attendant Station](#)
- [Shutting Down the Customer Station](#)
- [Rebooting the Customer Station](#)
- [Restarting the System After Shutdown](#)
- [Shutting Down the Attendant Station](#)

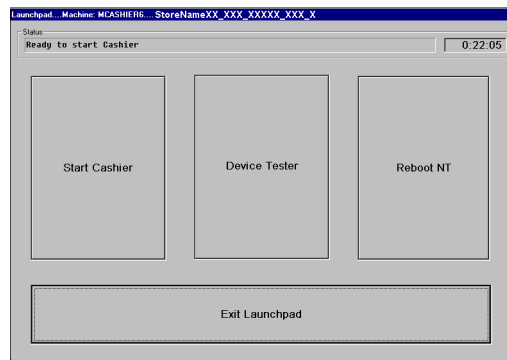
Rebooting the Attendant Station

1. Close all lanes.
2. Touch **Manager**.



The **Manager Password Req'd** window appears.

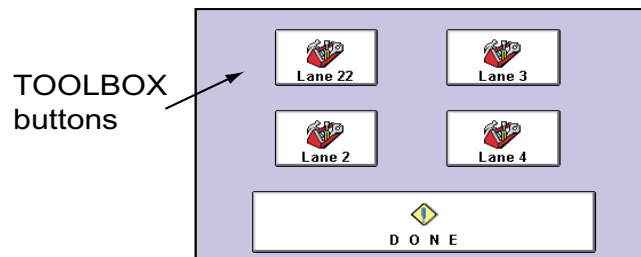
3. Enter the password (**01**), then touch **Done**.
4. The **Manager** menu appears.
5. Touch **Exit C:>**.
The message **Are you sure?** appears in the **Exit Cashier** window.
6. Touch **Yes**. The Attendant Station **Launchpad** appears.



-
7. Touch **Reboot NT**.
A window appears requesting confirmation.
 8. Touch **Yes**.
The Attendant Station reboots.

Rebooting the Customer Station

1. Go to the Attendant Station.
2. Touch **Manager**.
The **Manager Password Req'd** window appears.
3. Enter the password (**01**), then touch **Done**.
The **Manager** menu appears.
4. Touch **Functions**.
The **Functions** window appears.



5. Touch the **Toolbox** button representing the Customer Station you want to reboot. The **Maintenance Mode** screen displays at the corresponding Customer Station.
6. Go to the Customer Station.
7. Touch **Reboot Station**.



A window appears requesting confirmation.

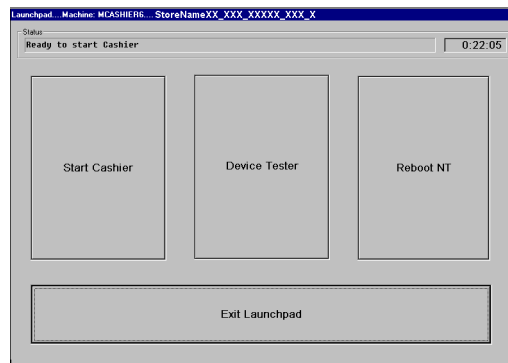
-
8. Touch **Yes**.
The Customer Station restarts.

NOTES: *When all the devices attached to the Customer Station are initialized, the **Checkout Closed** screen is displayed automatically.*

*If necessary, touch the **Checkout Closed** screen in the background to bring it to the foreground.*

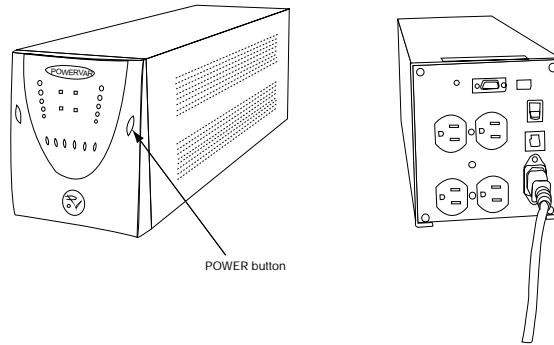
Shutting Down the Attendant Station

1. On the **Manager** menu, touch **Exit C:>**.
A window appears requesting confirmation.
2. Touch **Yes**.
The Attendant Station **Launchpad** appears.



3. Touch **Exit Launchpad**.
A window appears requesting confirmation.
4. Touch **Yes** to confirm.
The Windows desktop screen is displayed.
5. Touch **Start**.
The **Start** menu appears.
6. Touch **Shut Down**.
7. In the **Shut Down Windows** screen, select **Shut Down** from the list.
8. Touch **OK**.
The Computer shuts down.

-
9. Locate the UPS. It is on the floor of the Attendant Station casing and is clearly marked “UPS.”



10. Press and hold the **Power** button on the UPS for 3 seconds.
The Attendant Station shuts down.

Shutting Down the Customer Station

It may be necessary to shut down the system completely in the event of a power failure. It is important that you follow these procedures to shut down the system.

CAUTION:

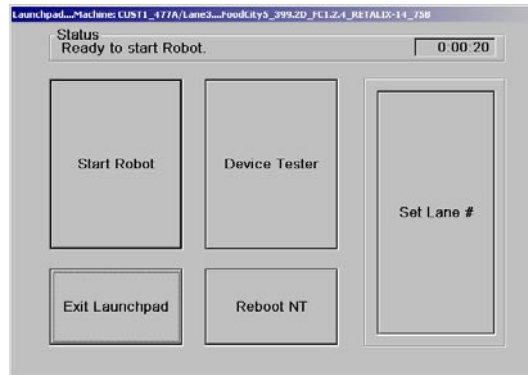
Do not, under any circumstances, shut down any Station by turning off the UPS while the machines are in operation.

1. Access **Maintenance Mode**.
2. From the **Maintenance Mode** screen, touch **STOP ROBOT**.

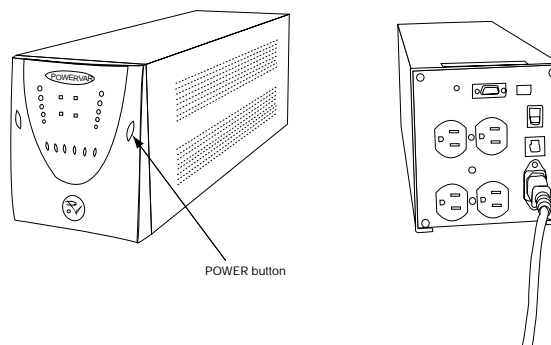


A window appears requesting confirmation.

3. Touch **Yes**.
The Customer Station **Launchpad** appears.



4. Touch **Exit Launchpad**.
A window appears requesting confirmation.
5. Touch **Yes**.
The **Windows** desktop screen appears.
6. Touch **Start**.
The **Start** menu appears.
7. Touch **Shut Down**.
8. In the **Shut Down** window, select **Shut Down** from the list.
9. Touch **Yes**.
The Computer shuts down.
10. Locate the UPS. It is on the floor of the Customer Station casing and is clearly marked "UPS."



11. Press and hold the **Power** button on the UPS for 3 seconds.
The Customer Station shuts down.

Restarting the System After Shutdown

After a system shutdown, follow these procedures to restart the Attendant and Customer Stations.

NOTE: *You must first restart the Attendant Station, and then restart the Customer Stations.*

Restarting the Attendant Station

1. Press and hold the **Power** button on the UPS for 3 seconds.
2. Turn on the **Power** button on the Attendant Station Computer. The Attendant Station starts automatically.

If the Attendant Station program does not start automatically, follow these steps:

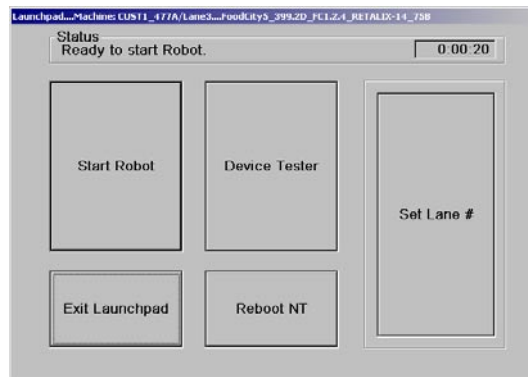
1. Go to **Start>Programs>Startup>Launchpad**.
The Attendant Station program starts.

Restarting the Customer Station

1. Press the **Power** button on the UPS for 3 seconds.
2. Turn on the **Power** button on the Customer Station Computer.
The Customer Station starts automatically.

If the Customer Station does not start automatically and is displaying the **Launchpad**, follow these steps:


1. Touch **Start Robot** on the **Launchpad** to start the U-Scan software at the Customer Station.



2. Touch **Start Robot**.
The Customer Station program starts.

NOTES: *When all the devices attached to the Customer Station are initialized, the **Checkout Closed** screen is displayed automatically.*

*If necessary, touch the **Checkout Closed** screen in the background to bring it to the foreground.*


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