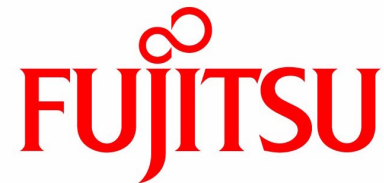




OPERATOR'S GUIDE

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Contents

Introduction

Intended Audience.....	1
Document Conventions	3

AM Routines

Prepare the Till.....	7
Prepare the Coin Trays: TELEQUIP Model.....	7
Load the Bill Dispenser Cassettes	9
Turn On Devices at Attendant Station.....	11
Unlocking the Till	12
Sign On	13
Access Maintenance Mode	14
Put the Cassettes in the Bill Dispenser	15

Put the Coin Trays in the Coin Dispensers	16
Test Dispense	17
Check Customer Stations.....	18
Open Lanes to the Public	20

PM Routines

Print Reports	21
Close Lanes and Sign Off (If Not 24-hour Operation)	23
Clean Up	24
Access Maintenance Mode	25
Remove the Till (If Not 24-hour Operation)	26
Lock the Attendant Station	27
Collect the Money from the Customer Stations.....	28
Turn Off Devices at the Attendant Station	31
Perform Pick-Up Procedure.....	31

Weekly Routines

Clean the Scanner Scale.....	33
Reboot the Customer Stations.....	34
Reboot the Attendant Station	34

Attendant Interventions

“Cancel order” Message 35

“Cannot Complete Credit Card Payment” Message: Stores With Signature Capture 36

“Customer has bad card” Message 37

“Customer has problem with coupon” Message 37

“Customer has gift certificate” Message 38

“Customer requests help” Message 39

“Large item” Message 39

“Non Barcoded Item” Message: Stores with Digital USB Camera 41

“Scanner scale weight over zero” Message 42

“Scanner scale is overweight” Message 43

“Scanner scale is underweight” Message 44

Security Violations

“Bag Scale Near Max Capacity” Message 45

“Item(s) Were Added” Message 46

“Item(s) Were Removed” Message.....	47
“Scale Itm Wgt Diff” Message.....	48
“UPC Itm Wgt Diff” Message.....	49
“Security OK” Message	50
“Security OK (new item)” Message.....	51
“Waiting for item in the bag” Message.....	51
“Waiting for item in the bag*” Message.....	52
“Waiting for Item detect” Message: Stores with EAS Device.....	53

Troubleshooting the Customer Station

Bag Scale: SCALETRON Model.....	55
Bill Acceptor: CASHCODE Model.....	57
Bill Dispenser: DE LA RUE Model.....	62
Coin Acceptor: MICROCOIN Model.....	66
Coin Dispenser: TELEQUIP Model.....	67
Coupon Detector.....	70

EFT (Electronic Funds Transfer) 72

Printer: AXIOHM A226 Kiosk Model..... 75

Scanner Scale: FUJITSU 9950 Model 77

Signature Capture: @POS Model 79

Touch Screen..... 80

Troubleshooting the Attendant Station

Printer: AXIOHM A758 Model 85

Printer: IBM 4610 Model..... 90

Till Drawer 94

Touch Screen..... 96

Rebooting and Shutting Down

Rebooting the Customer Station..... 99

Rebooting the Attendant Station 103

Shutting Down the Customer Station..... 105

Shutting Down the Attendant Station..... 110

Restarting the System After Shutdown 114

 Restarting the Attendant Station 114

 Restarting the Customer Station 115

Support Center

Before Calling 117

Introduction

Intended Audience

This guide is intended for anyone working at the Attendant Station or anyone troubleshooting the U-Scan® System. Use the tabs to locate the sections.

The following provides a description of each section in this guide:

SECTION	DESCRIPTION
Introduction	<ul style="list-style-type: none">•Provides a description of this guide.•Document conventions.•Illustrates the Attendant Station and Customer Station.
AM Routines	<ul style="list-style-type: none">•Includes a detailed list of morning routines in order of task, such as loading money, testing dispensers, opening lanes to the public, etc.

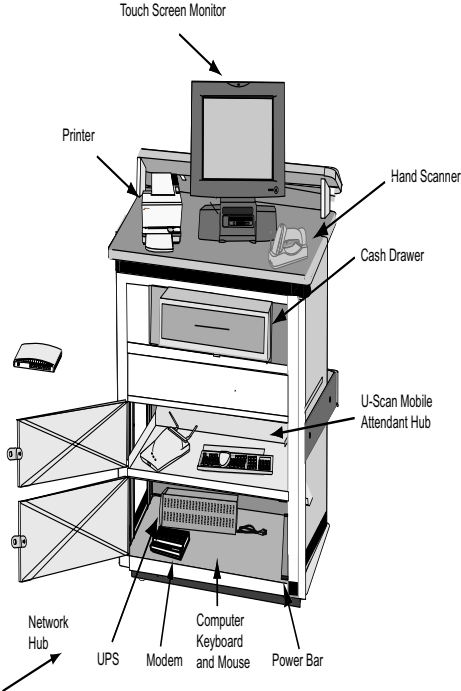
SECTION	DESCRIPTION
PM Routines	<ul style="list-style-type: none"> •Includes a list of evening routines in order of task, such as closing lanes to the public, collecting money, cleaning, etc.
Weekly Routines	<ul style="list-style-type: none"> •Includes a list of weekly routines such as cleaning under the Scanner Scale platter and rebooting the Attendant and Customer Stations.
Attendant Interventions	<ul style="list-style-type: none"> •Provides instructions for processing customer requests.
Security Violations	<ul style="list-style-type: none"> •Provides instructions for processing security violations from the Customer Station Bag Scales.
Troubleshooting	<ul style="list-style-type: none"> •Provides instructions for resolving issues at the Attendant Station and the Customer Station.
Rebooting and Shutting Down	<ul style="list-style-type: none"> •Provides instructions on how to reboot and restart the Attendant Station and the Customer Stations.
Support Center	<ul style="list-style-type: none"> •Provides important information to read before calling the U-Scan Support Center or your store's support center for assistance. •Includes phone number of U-Scan Support Center if applicable.

Document Conventions

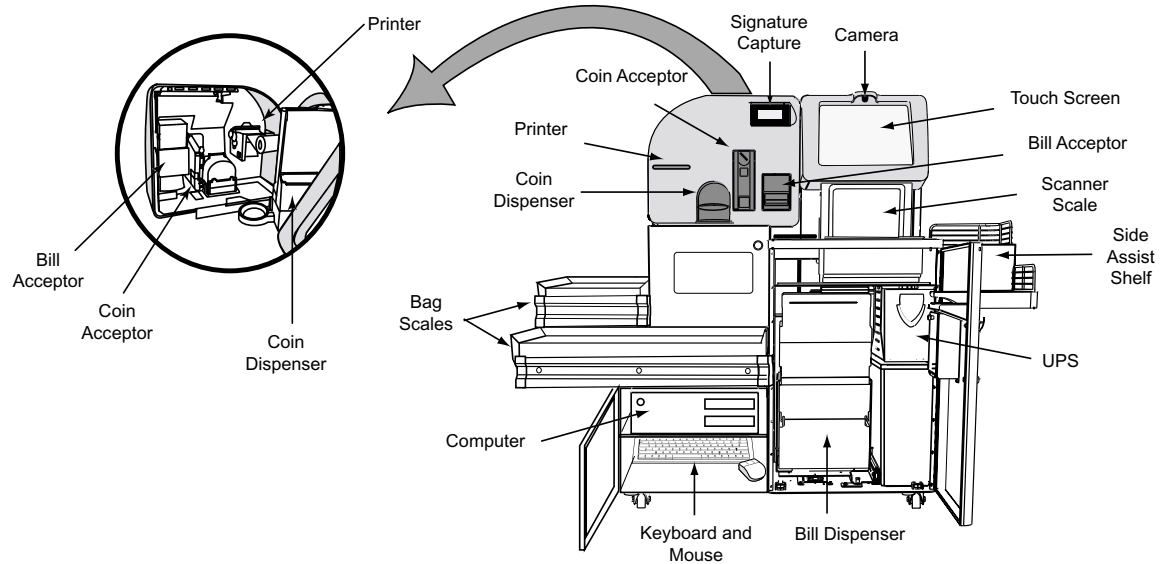
This section provides a description of the use of typographic and wording conventions used in this guide.

- “Touch” is used when referring to physically touching buttons on the Touch Screen Monitor.
- “Press” is used when referring to pressing a button on the keyboard.
- **Bold** refers to names of devices, menu names, functions, and modes.
- “Enter” means to type.
- **Direct Mode** refers to the screen you use to process entries (your store’s POS system).

Attendant Station



Customer Stations



NOTES: *The Bag Scales are slightly different for the U-Scan 1, U-Scan 3, and U-Scan 5 Customer Stations. The model in your store may not appear exactly as shown above.*

AM Routines

1. Prepare the Till

Follow your store's procedures for preparing the till.

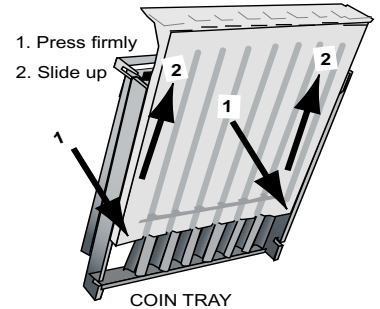
2. Prepare the Coin Trays: TELEQUIP Model

1. Load \$100.00 in coins into the coin tray.
2. Use the following table to organize the amounts:

Coin	Amount per row	# of rows	# of rolls	Total
Quarters	\$30.00	2	3	\$60*
Dimes	\$15.00	2	3	\$30
Nickels	\$6.00	1	3	\$6
Pennies	\$2.00	3	8	\$4

*For \$100 you must remove one quarter from each row.

3. Open the lid of the coin tray.
4. Load each row of the coin tray.
5. Repeat steps 1-4 for the other Customer Stations.



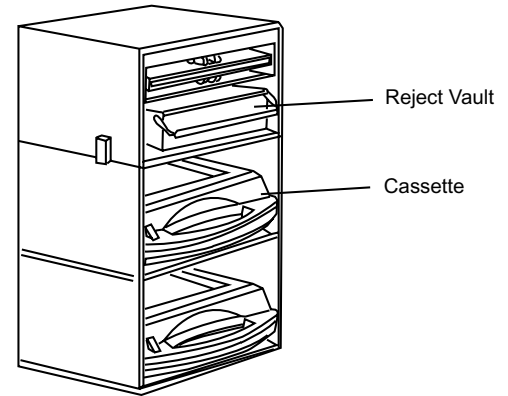
3. Load the Bill Dispenser Cassettes

1. Organize the cassettes according to the following table and your store's needs.
Make sure to count how many bills are loaded for each denomination.

Cassette number	Bills	Amount of bills	Total
1	\$1.00	250	\$250.00
2	\$5.00	100	\$500.00
3	\$10.00	100	\$1000.00
3	\$20.00	100	\$2000.00

2. Place a cassette on a stable surface.
3. Unlock the lock on the side of the cassette.
4. Press the green button on the cassette.
5. Lift the top of the cassette to open it.

DE LA RUE Bill Dispenser

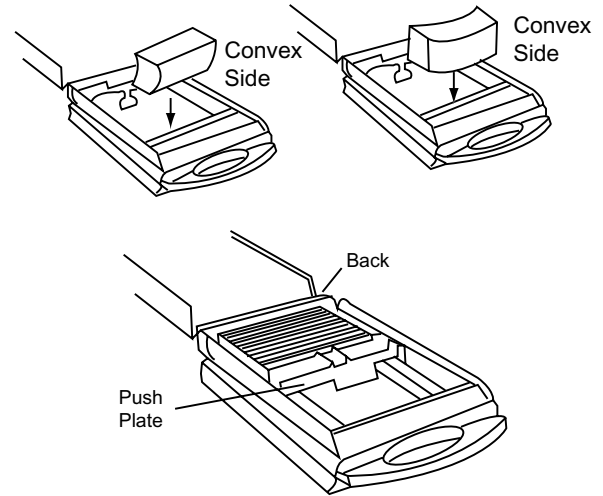


6. Fan the bills to make sure that they are not stuck together.

NOTES: *Do not mix old and new bills. Dispense the old bills first, followed by the new bills.*

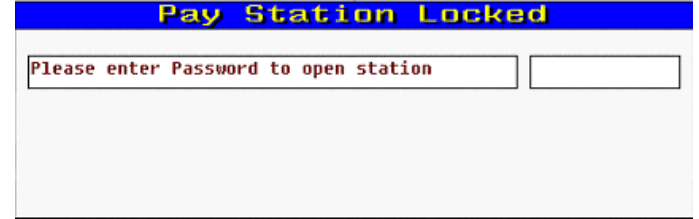
If you are loading a “curved” bundle of bills, place the convex side toward the handle. (See graphic.)

7. Make sure that no bills are sticking out and that the bills lean evenly.
8. Move the push plate against the bills.
9. Close the cassette lid. Lock the cassette.
10. Repeat steps 1-9 for the other cassettes.
11. Insert the cassettes into the Bill Dispenser.



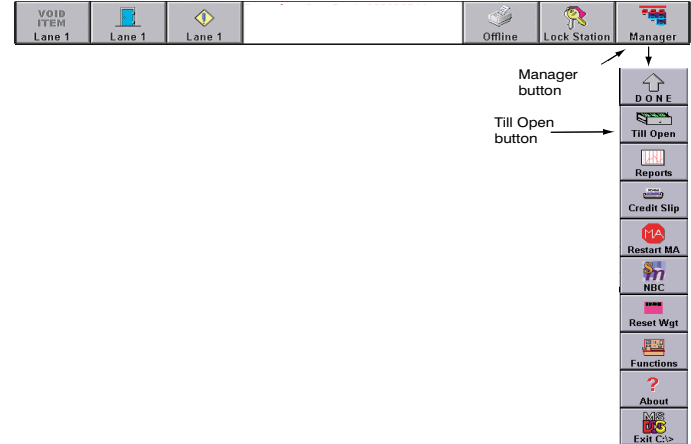
4. Turn On Devices at Attendant Station

1. Turn on the Touch Screen Monitor.
2. If the **Pay Station Locked** window appears at the Attendant Station:
 - a. Enter the password provided by your supervisor.
 - b. Touch **Done**.



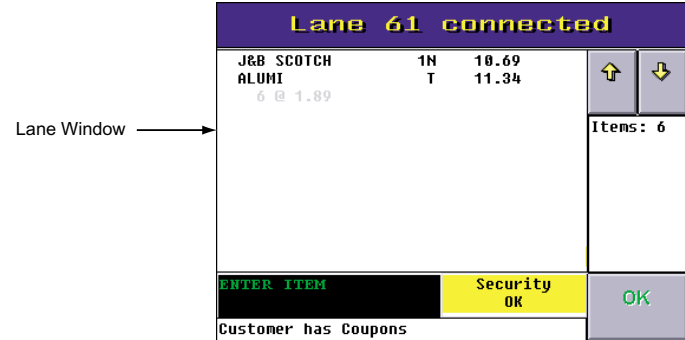
5. Unlocking the Till

1. Access the **Manager** menu.
 - a. Touch **Manager**.
The **Password** screen appears.
 - b. Enter the manager password, then touch **Done**.
The **Manager** menu appears.
2. Touch **Till Open**.
The till opens.
3. Put the till in the drawer and close the drawer.
4. Touch **DONE**.



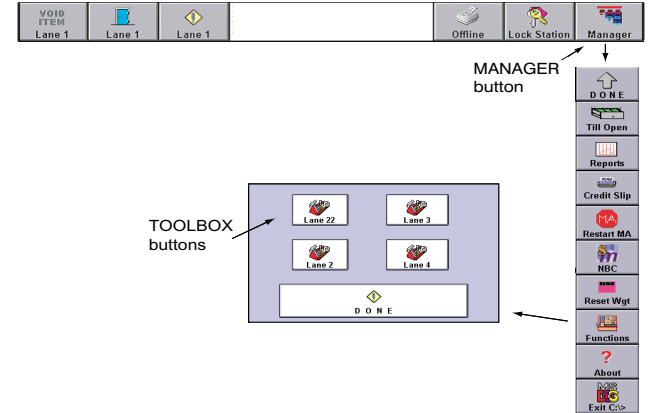
6. Sign On

1. At the Attendant Station, touch the first lane window.
Direct Mode is accessed.
2. Enter the sign-on sequence.
Direct Mode is automatically exited. You are signed on.



7. Access Maintenance Mode

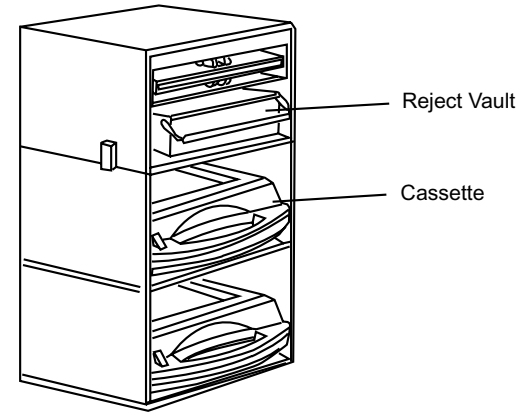
1. Access the **Manager** menu.
 - a. Touch **Manager**.
The **Password** screen appears.
 - b. Enter the manager password, then touch **Done**.
The **Manager** menu appears.
2. Touch **Functions**.
The **Functions** window appears.
3. Touch each **Toolbox** button once.
Every Customer Station now displays the **Maintenance Mode** screen.
4. Touch **DONE** in the **Functions** window.
5. Touch **DONE** from the **Manager** menu.



8. Put the Cassettes in the Bill Dispenser

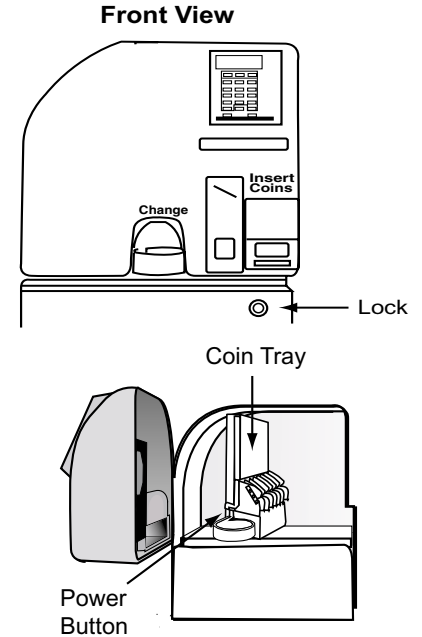
1. Unlock the door below the Scanner Scale.
2. Open the door.
3. Slide the cassettes into the Bill Dispenser.
4. Close and lock the Customer Station door.
5. Repeat steps 1-4 for the other Customer Stations.

DE LA RUE Bill Dispenser



9. Put the Coin Trays in the Coin Dispensers

1. Unlock the lock on the front of the casing.
2. Open the door.
3. Replace the coin tray in the Coin Dispenser.
4. Locate the power button on the Coin Dispenser.
5. Turn on the Coin Dispenser.
6. Close and lock the door.
7. Repeat steps 1-6 for the other Customer Stations.



10. Test Dispense

1. Access **Maintenance Mode** at every Customer Station. See “Access Maintenance Mode.”
2. Go to any Customer Station.
3. On the **Maintenance Mode** screen, touch **TEST DISPENSERS**.
4. Enter the appropriate password.
5. Count the money dispensed. The total depends on the type of system you have. See the following table to check the amount dispensed.

MODEL	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**.
8. Repeat steps 2-7 for the remaining lanes.

11. Check Customer Stations

CAUTION: *To clean the devices, spray the suggested cleaning solution (one part glass cleaner to one part water) on a lint-free cleaning pad or cloth. Do not spray the cleaning solution directly on any surface. Do not use paper towels.*

1. Clean the Touch Screen Monitors, Bag Scales, and Scanner Scales by spraying the suggested cleaning solution (one part glass cleaner to one part water) on a lint-free cleaning pad or cloth. Wipe the devices.
2. Ensure that the Printers have enough paper.

NOTE: *Our Printers use thermal paper only. Make sure the smooth side of the paper is facing down.*

3. Remove any clutter on or around the Customer Stations.

4. Refill the bag racks if necessary.

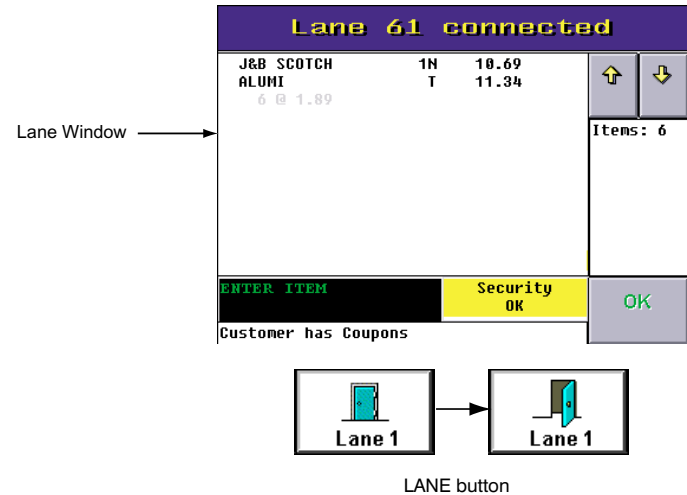
NOTES: *Do not overfill the bag racks. Allow space for customers to place items in the bag.*



*The **Item(s) Were Added** message may appear at the Attendant Station when you refill the bag racks. To reset the weight, touch **OK** for the lane displaying the message.*

12. Open Lanes to the Public

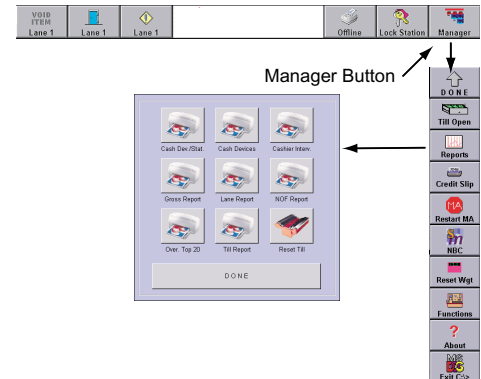
1. Touch the first lane window.
The blue banner is highlighted.
2. Touch the **Lane** button.
The Customer Station displays the **Language Selection** or the **Touch Here to Start** screen.
3. Repeat steps 1-2 for the remaining lanes.



PM Routines

1. Print Reports

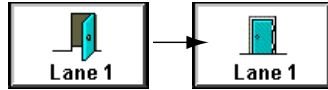
1. Access the **Manager** menu.
 - a. Touch **Manager**.
The **Password** screen appears.
 - b. Enter the manager password, then touch **Done**.
The **Manager** menu appears.
2. Touch **Reports**.
The **Reports** window appears. You are given a selection of reports you can print.



3. Touch the report you want to print.
You are given a choice between yesterday's data and today's data.
4. Touch the button corresponding to the report you want to print. A report prints.
5. If you want to print a different report, repeat steps 3-4.
6. Touch **DONE** in the **Reports** window.
7. Touch **DONE** again from the **Manager** menu.

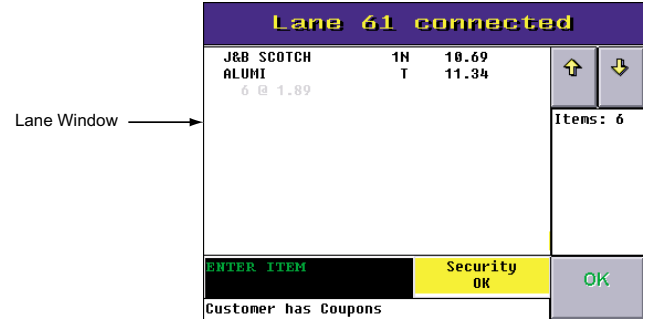
2. Close Lanes and Sign Off (If Not 24-hour Operation)

1. At the Attendant Station, touch a lane window to select a Customer Station.
2. Touch the **Lane** button.
The door on the **Lane** button closes.



LANE button

3. Verify that the Customer Station screen displays the **Closed** screen.
4. Touch the lane window again.
Direct Mode is accessed.
5. Enter the sign-off sequence.
When you are successfully signed off, **Direct Mode** is automatically exited.
6. Repeat steps 1-5 for the other Customer Stations.



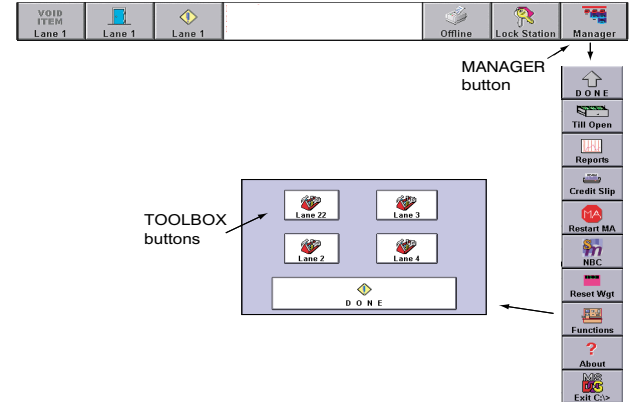
3. Clean Up

CAUTION: *To clean the devices, spray the suggested cleaning solution (one part glass cleaner to one part water) on a lint-free cleaning pad or cloth. Do not spray the cleaning solution directly on any surface. Do not use paper towels.*

1. Clean all of the Touch Screen Monitors with the solution.
2. Clean the Scanner Scales with the solution. If necessary, remove the top of the Scanner Scale to clean the underside of the glass.
3. Clean the stainless steel shelves with the solution.
4. Clean the Bag Scales with the solution.
5. Remove any clutter on and around the Attendant and Customer Stations.
6. Make sure that there is enough paper in the Printers.

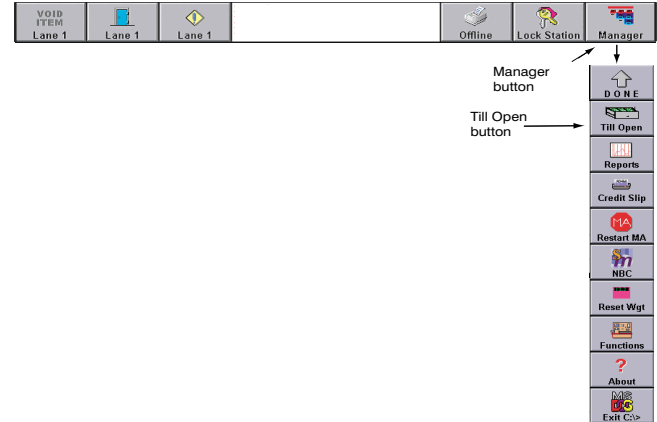
4. Access Maintenance Mode

1. Access the **Manager** menu.
 - a. Touch **Manager**.
The **Password** screen appears.
 - b. Enter the manager password, then touch **Done**.
The **Manager** menu appears.
2. Touch **Functions**.
The **Functions** window appears.
3. Touch each **Toolbox** button once.
The Customer Stations display the **Maintenance Mode** screen.
4. Touch **DONE** in the **Functions** window.
5. Touch **DONE** on the **Manager** menu.



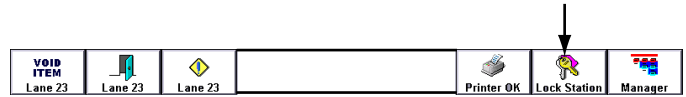
5. Remove the Till (If Not 24-hour Operation)

1. Access the **Manager** menu.
 - a. Touch **Manager**.
The **Password** screen appears.
 - b. Enter the manager password, then touch **Done**.
The **Manager** menu appears.
2. Touch **Till Open**.
The till opens.
3. Remove the till from the till drawer.
4. Close the till drawer.
5. Touch **DONE** from the **Manager** menu.



6. Lock the Attendant Station

Touch **Lock Station**.
The Attendant Station locks.

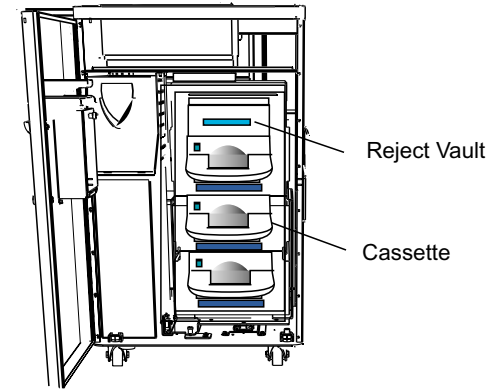


7. Collect the Money from the Customer Stations

1. Bring a cart and an appropriate container to a Customer Station.
2. Unlock the appropriate door of the Customer Station.
3. In **Maintenance Mode**, touch **Unlock Dispensers**. See “Access Maintenance Mode.”
The cassettes unlock.



4. Pull the reject vault out of the Bill Dispenser.
5. Remove any bills from the reject vault.
6. Pull the cassettes out of the Bill Dispenser.
7. Perform the following steps to collect the coins from the Coin Dispenser:
 - a. If necessary, unlock the appropriate door of the Customer Station.
 - b. Turn off the Coin Dispenser.
 - c. Pull the coin tray out of the Coin Dispenser.
8. Remove the coins from the Coin Acceptor bucket.
9. Perform the following steps to remove the bills from the Bill Acceptor:
 - a. If necessary, unlock the appropriate door of the Customer Station.



- b. Locate the two metal loops on the side of the vault.
- c. Squeeze together the two metal loops and lift the vault away from the Bill Acceptor.
- d. Turn the black plastic knob to open the vault.
- e. Remove the bills.

NOTE: *We recommend that you remove the bills from the Bill Acceptor in the cash office.*

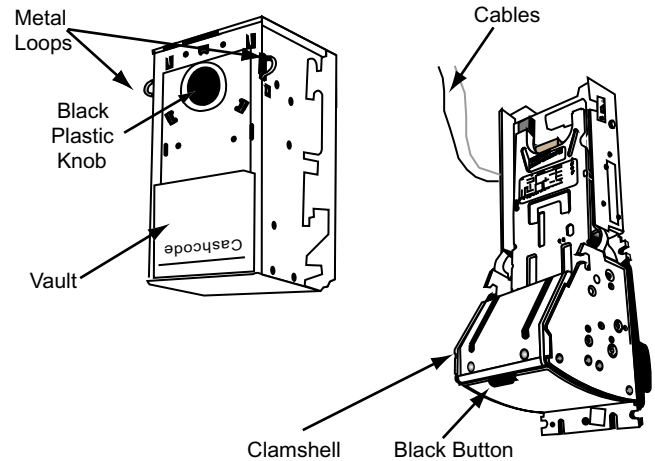
- f. Close the vault and turn the black plastic knob to lock it.
- g. Put the vault back in place.

10. Exit Maintenance Mode.

11. If necessary, unlock and remove the coupons from the coupon slot.

12. Lock the Customer Station door.

13. Repeat steps 1-12 for the other Customer Stations.



8. Turn Off Devices at the Attendant Station

Turn off the Touch Screen Monitor.

9. Perform Pick-Up Procedure

1. Count the money collected according to your store's pick up procedures.
2. Perform the appropriate procedures to reconcile the lanes.

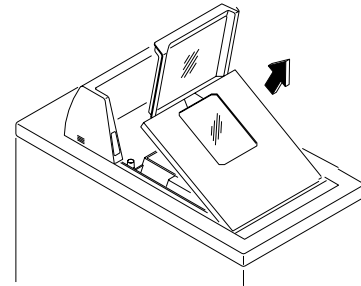
Weekly Routines

1. Clean the Scanner Scale

1. Go to a Customer Station.
2. Make sure that there are no items on the Scanner Scale.

CAUTION: *To clean the Scanner Scale, spray the glass cleaner and water solution on a lint-free cleaning pad or cloth, then wipe the device. Do not spray the cleaning solution directly on any surface.*

3. Clean the Scanner Scale with a solution of one part glass cleaner and one part water.



4. Remove the top of the Scanner Scale to clean the underside of the glass.
5. Make sure to replace the Scanner Scale cover correctly.
6. Repeat steps 2-5 at every Customer Station.

2. Reboot the Customer Stations

See “Rebooting the Customer Station” in “Rebooting and Shutting Down.”

3. Reboot the Attendant Station

See “Rebooting the Attendant Station” in “Rebooting and Shutting Down.”

Attendant Interventions

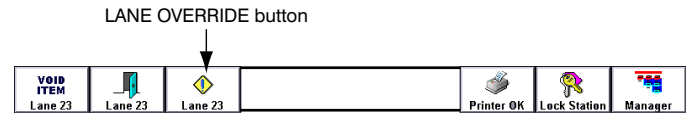
“Cancel order” Message

This message appears when the customer wishes to cancel an order.

1. Make sure that the customer wants to cancel the order.
2. Touch the lane window displaying the customer’s order.
Direct Mode is accessed.
3. Enter the key sequence to cancel the order.

OR

1. If the customer does not wish to cancel the order, assist your customer.
2. If necessary, touch the **Lane Override** button. The Customer Station screen returns to the previous screen.

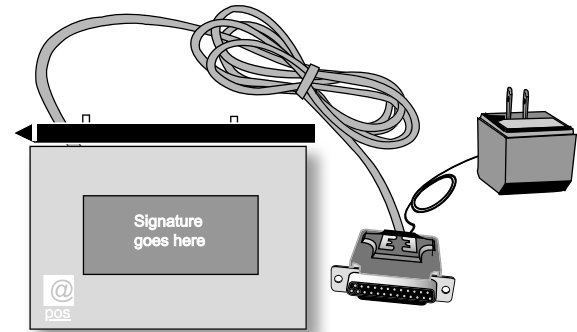


“Cannot Complete Credit Card Payment” Message: Stores With Signature Capture

The customer cannot complete a credit card payment until the card has been swiped and the customer has signed the signature pad.

1. When you see the **Customer requests help** message, go to the Customer Station.
2. Make sure that the customer signs the signature pad on the Signature Capture device.
3. If the Signature Capture device is not working, ask the customer to come to the Attendant Station to sign the credit slip.
4. Touch the lane window to clear the message.

NOTE: *If the Signature Capture device is not working, the credit slip automatically prints at the Attendant Station.*



“Customer has bad card” Message

This message appears when the customer’s credit card is demagnetized.

1. Take the customer’s credit card.
2. Swipe the card through the card reader at the Customer Station to confirm that the card is demagnetized.
3. At the Attendant Station, touch the lane window displaying the customer’s order.
Direct Mode is accessed.
4. Enter the appropriate key sequence to process a manual card entry.

“Customer has problem with coupon” Message

This message appears when the customer cannot complete the coupon entry at the Customer Station.

1. Take the coupons from the customer.
2. Touch the lane window displaying the customer’s order.
Direct Mode is accessed.
3. Process the coupons at the Attendant Station.

4. Touch **Press here to go back to U-Scan**.
Direct Mode is exited.
5. Tell the customer that the order can be continued at the Customer Station by selecting a method of payment.

“Customer has gift certificate” Message

This message appears when the customer chooses **Gift Certificate** as a method of payment.

1. Ask the customer to bring you the gift certificate.
2. Touch the lane window displaying the customer’s order.
Direct Mode is accessed.
3. Enter the appropriate key sequence to process the gift certificate.

If the order tenders:

Give the customer any change due and the receipt.

If there is a balance remaining:

1. Tell the customer the remaining balance.
2. Offer the customer the option of tendering the order with you or returning to the Customer Station to choose another method of payment.

“Customer requests help” Message

This message appears when the customer touches the **Cashier** or **Help** button.

1. Touch the lane window displaying the customer’s order.
2. If necessary, offer your assistance.

“Large item” Message

This message appears when the customer touches **Large Item**. A large item is an item that cannot fit onto the Scanner Scale. You must use the Hand Scanner to scan a large item.

NOTE: *The customer can keep large items in the cart. The weight is not expected on the Bag Scale.*

1. Touch the lane window displaying the customer's order.

Direct Mode is accessed.

2. If necessary, take the Hand Scanner to the Customer Station and scan the item.

NOTE: *If the customer has several large items, scan each item and then return to the Attendant Station.*

3. Verify that the items appear on the Customer Station receipt screen.

4. Touch **DONE** at the Customer Station.

OR

Return to the Attendant Station and touch **Press here to go back to U-Scan.**

Direct Mode is exited.

“Non Barcoded Item” Message: Stores with Digital USB Camera

This message appears when the customer requires assistance with a non bar-coded item.

1. Touch the lane window twice.
The lane window displays a picture of the items on the Scanner Scale.
2. Enter the appropriate sequence.
3. Touch **Press here to go back to U-Scan**.

OR

1. Touch the **NO BARCODE** button.
The **Non Barcoded Item** menu appears.



NO BARCODE button

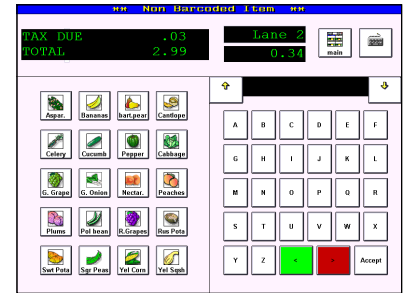


2. Touch the icon representing the item your customer wishes to purchase.

OR

Enter the first letter of item the customer wishes to purchase, then locate the item using the arrow keys.

3. When you locate the item, touch **Accept**.
4. To exit the picture from the Digital USB Camera and view the lane window, touch the lane again.



Non Barcoded Item menu

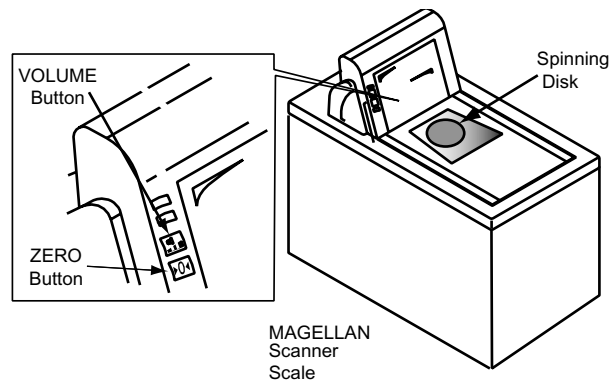
“Scanner scale weight over zero” Message

1. Go to the Customer Station and remove all objects from the Scanner Scale.
2. If the weight box display is still not showing 0.00 lb, then press the **ZERO** button to reset the Scanner Scale to zero. (The **ZERO** button is the bottom button on the top left corner of the Scanner Scale.)
3. Make sure that the bottom orange light is not blinking.



If the orange light is blinking:

Press and hold the **ZERO** button and the **VOLUME** button simultaneously for 5 seconds to reset the Scanner Scale.



“Scanner scale is overweight” Message

The Scanner Scale can hold a maximum of 30 lbs. If the Scanner Scale was overloaded:

1. Go to the Customer Station and remove all objects from the Scanner Scale.
2. Press the **ZERO** button to reset the Scanner Scale to zero.
(The **ZERO** button is the bottom button on the top left corner of the Scanner Scale.)
3. If the purchase must be weighed, divide it into parts that weigh less than 30 lbs. each, and process each part separately.

4. If the Scanner Scale is not weighing, process the order at another lane or manually process the purchase at the Attendant Station.

If the weight box display is still not showing 0.00 lb:

1. Press the **ZERO** button to reset the Scanner Scale to zero.
(The **ZERO** button is the bottom button on the top left corner of the Scanner Scale.)
2. Make sure that the bottom orange light is not blinking.

If the orange light is blinking:

Press and hold the **ZERO** and **VOLUME** buttons simultaneously for 5 seconds to reset the Scanner Scale.

“Scanner scale is underweight” Message

1. Go to the Customer Station and remove all objects from the Scanner Scale.
2. Press the **ZERO** button to reset the Scanner Scale to zero.
(The **ZERO** button is the bottom button on the top left corner of the Scanner Scale.)
3. If the orange light is blinking, press and hold the **ZERO** button and the **VOLUME** button simultaneously for 5 seconds to reset the Scanner Scale.

Security Violations

“Bag Scale Near Max Capacity” Message

This message appears when the total weight on the Bag Scale exceeds the limit of 150 lbs.

1. Remove a number of bags from the Bag Scale to allow for the weight of the unscanned items.
The **Item(s) Were Removed** message displays at the Attendant Station.
2. Touch the **ROTATING SIREN** button to override the weight violation.
The message changes to **Security OK**.
3. You can now process the rest of the order as usual.

“Item(s) Were Added” Message

This message appears when an item that has not been scanned is added to the Bag Scale.



NOTE: *Adding bags to the bag racks can cause this security violation as well. If this happens, touch the **ROTATING SIREN** button to override the weight violation.*

1. Notice the weight value in the message.
2. Check the Customer Station to determine if any items were added to the Bag Scale without being processed.
3. If the customer has left a personal item on the Bag Scale, ask that it be removed from the Bag Scale. Otherwise, instruct the customer to scan or weigh the item as required.
4. If you have followed the steps above and the security violation message has not disappeared after 15 seconds, touch the **ROTATING SIREN** button to override the weight violation.

“Item(s) Were Removed” Message

This message appears when an item that has already been scanned is removed from the Bag Scale.



1. Notice the weight value in the message.
2. If necessary, go to the Customer Station to determine which items (if any) were removed.
3. Instruct the customer to put the item(s) back in the bag.
4. If necessary, from the Attendant Station touch the **ROTATING SIREN** button to override the weight violation.

“Scale Itm Wgt Diff” Message

This message appears when an item’s weight on the Bag Scale differs from the weight registered by the Scanner Scale.



1. Identify the item that is causing the violation. It is the highlighted item in the corresponding lane window.
2. Notice the weight difference for this item.
3. Identify the type of item that was scanned (weight vs. quantity).
4. Go to the Customer Station and pick up the item causing the violation.
5. If the Customer Station now displays the message **Please place the item in the bag**, then do so.

If the Customer Station still displays a weight error message:

Items sold by weight:

- a. Compare the weight of the item in the bag with the weight of the item being purchased.

b. If they are not equal, void the item and assist the customer in re-purchasing it.

Items sold by quantity:

a. Compare the quantity of the item in the bag with the quantity of the item being purchased.

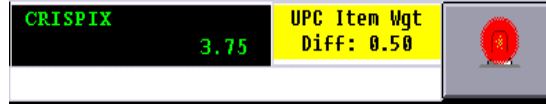
b. If they are not equal, override the weight violation and purchase the remaining items.

OR

Void the item and re-purchase it.

“UPC Itm Wgt Diff” Message

This message appears when the item’s weight on the Bag Scale differs from its weight in the weights database.



1. Identify the item causing the violation. It is the highlighted item in the corresponding lane window.
2. Notice the weight difference for this item.

3. Go to the Customer Station and pick up the item that has caused the violation.
4. If the Customer Station displays the message **Please place the item in the bag**, do so. If the weight violation message returns, touch the **ROTATING SIREN** button at the Attendant Station to override the message.

NOTE: *Overriding this message will record a new weight for this item. The rotating siren will disappear and security will be ok.*

5. If the Customer Station is displaying any other message, then use the receipt screen at the Customer Station to determine which items have been added to or removed from the Bag Scale.

“Security OK” Message

Pur Dog Food 3.19	Security OK	OK

No action is required.

“Security OK (new item)” Message

This message appears when a new item, for which there exists no weight record in the weight’s database, is scanned. Once the item is scanned and placed on the Bag Scale, a weight is created in the database.



Make sure the customer puts the item that was scanned on the Scanner Scale in order to record the weight.

“Waiting for item in the bag” Message

This message appears when an item that has been scanned has not been added to the Bag Scale.



1. Identify the item causing the violation. It is the highlighted item on your receipt screen.

2. Instruct the customer to place the item in the bag or anywhere else on the Bag Scale.
3. If the item is very light, it may have been placed in the bag without registering. In this case, touch the **ROTATING SIREN** button to override the message.

“Waiting for item in the bag*” Message

This message appears when a new item that has no record in the weights database has been scanned but has not been added to the Bag Scale. When the item is added to the Bag Scale, the weight is registered in the weights database.



1. Make sure that the item placed in the bag is the item that was scanned.
2. If the item is very light, it may have been placed in the bag without its weight registering. In this case, touch the **OK** button to override the message.

“Waiting for Item detect” Message: Stores with EAS Device

WARNING: *Never override this violation.*



1. Note the item causing the violation (it is the highlighted item on your receipt screen).
2. Instruct the customer to remove this item from the Bag Scale.
3. Tell the customer to slide the item over the Electronic Article Surveillance device before putting it in the bag.

Troubleshooting the Customer Station

Bag Scale: SCALETRON Model

Messages: Security ++ OK ++

Issues: Many weight violations occurring, Unable to scan items, Scale does not spin freely

Solution:

1. Check if there is anything causing the Scale to jam.
2. Make sure the Bag Scale area is clean.

Messages: Offline

Issues: Bag Scale is not being detected, Unable to scan items

Solution:

1. Contact your Support Center.

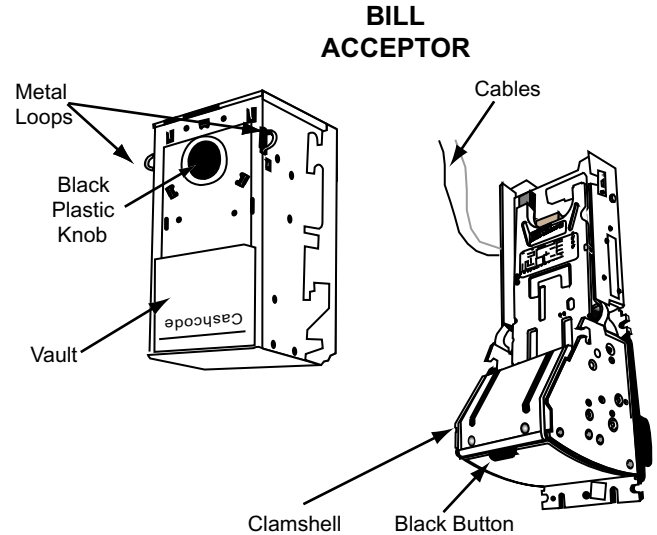
Bill Acceptor: CASHCODE Model

Messages: Full or open, Bill stuck, Check Acceptor, Bill Acceptor not responding, Offline, Mechanical Error

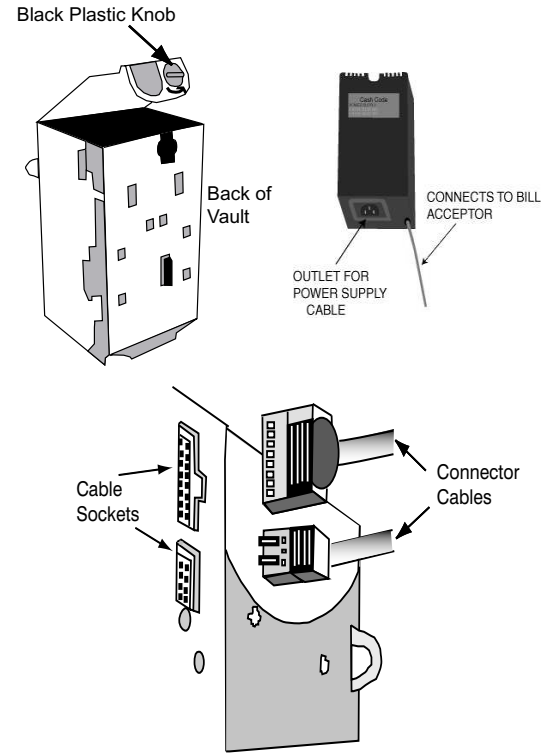
Issues: Bill stuck in Bill Acceptor, No power to Bill Acceptor

Solution:

1. Unlock the appropriate door of the Customer Station.
2. Locate the Bill Acceptor. It is attached to the door.
3. Remove the vault from the Bill Acceptor and open it.
 - a. Locate the two metal loops on the side of the vault.
 - b. Squeeze the two metal loops together and lift the vault away from the Bill Acceptor.
 - c. Turn the black plastic knob to open the vault.



4. Check for bill jams inside the vault.
5. Verify the quantity of bills in the vault. Remove the bills if the vault is full.
6. Press the black button on the acceptor to open the clamshell.
7. Check for bill jams inside the clamshell.
8. Lift the bottom part of the clamshell and close it. A clicking sound lets you know the clamshell is closed securely.
9. Put the vault back in place.
10. Make sure that the two connector cables are connected in their cable sockets.
11. Make sure that the CASHCODE power supply is securely connected.
12. Make sure that the green light on the CASHCODE power supply is on. If it is not on, report the issue to your Support Center.
13. Listen for the sound of the Bill Acceptor motor running once the vault is properly in place.



14. Perform a test dispense. For instructions, see “Test Dispense” in “AM Routines.”
15. Insert the bills dispensed into the Bill Acceptor to ensure proper functionality.
16. If the problem persists, clean the Bill Acceptor. Refer to the troubleshooting procedure for the error message **Bill Acceptor needs cleaning, Offline**.

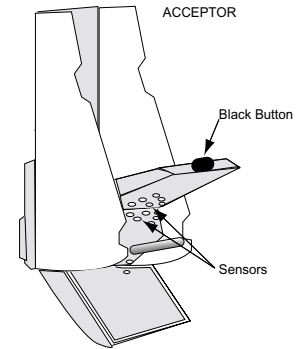
NOTE: *Never remove the protective black cover of the Bill Acceptor stacker.*

Messages: Bill Acceptor needs cleaning, Offline

Issues: Not accepting bills, Light staying red after customer inserts cash

Solution:

1. Unlock the appropriate door of the Customer Station.
2. Locate the Bill Acceptor. It is attached to the door.
3. Remove the vault from the Bill Acceptor:
 - a. Locate the two metal loops on the side of the vault.
 - b. Squeeze the two metal loops together and lift the vault away from the Bill Acceptor.
 - c. Turn the black plastic knob to open the vault.
4. Check for bill jams inside the vault.
5. On the Bill Acceptor, press the black button on the housing to open the clamshell.
6. Locate the red-light sensors on the upper and lower portions of the clamshell.
7. Gently clean the sensors with a cotton swab dampened with water. **DO NOT USE HARSH CHEMICALS.**
8. Dry the sensors with a dry cotton swab. The sensors must be completely dry before putting the vault back.



- 9.** Lift the bottom part of the clamshell, press the black button and close it. A clicking sound lets you know the clamshell is closed securely.
- 10.** Put the vault back in place.
- 11.** Listen for the sound of the Bill Acceptor motor running once the vault is properly in place.

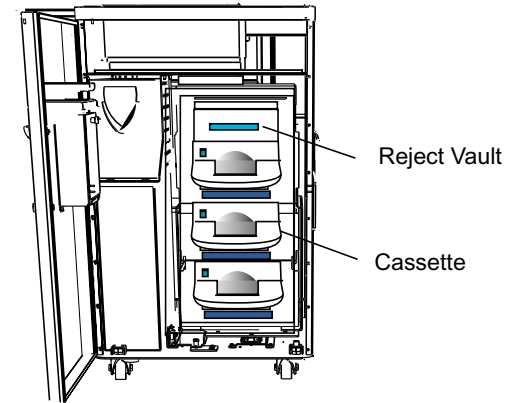
Bill Dispenser: DE LA RUE Model

Messages: Low-Level, Empty Cassette

Issues: Need to refill Bill Dispenser

Solution:

1. Access **Maintenance Mode**.
See “Access Maintenance Mode” in “PM Routines.”
2. Touch **Unlock Dispensers**.
3. At the Customer Station, unlock the door housing the Bill Dispenser.
4. Pull a cassette out of the Bill Dispenser.
5. Load the cassette. See “Load the Bill Dispenser Cassettes” in “AM Routines.”
6. Perform a test dispense. For instructions, see “Test Dispense” in “AM Routines.”
7. Repeat steps 4-6 for each cassette.



Messages: Feed Cassette not Present or Properly Installed, Cassette Internal Failure, Mechanical Error

Issues: Cassette must be replaced properly

Solution:

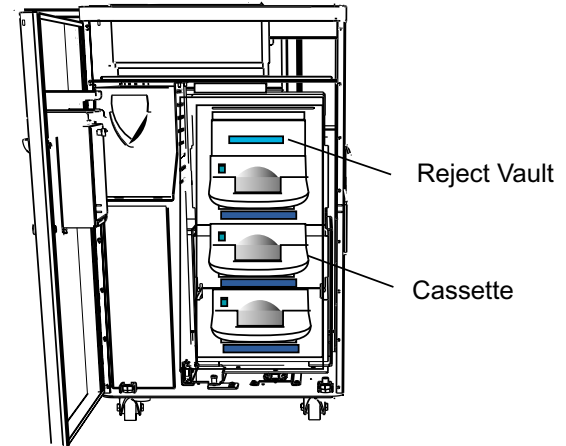
1. Access **Maintenance Mode**.
See “Access Maintenance Mode” in “PM Routines.”
2. Touch **Unlock Dispensers**.
3. At the Customer Station, unlock the door housing the Bill Dispenser.
4. Remove each cassette from the Bill Dispenser.
5. Replace each cassette in the Bill Dispenser.
6. Perform a test dispense. For instructions, see “Test Dispense” in “AM Routines.”
7. Exit **Maintenance Mode**.

Messages: Reject Vault not Present or Properly Installed

Issues: Reject vault must be replaced properly

Solution:

1. At the Customer Station, unlock the door housing the Bill Dispenser.
2. Use the handle and support the reject vault from underneath.
3. Pull the reject vault straight out toward you.
4. Supporting the reject vault underneath, slide it straight into the Bill Dispenser.
The color indicator turns red.
5. Push the reject vault all the way in until it clicks into place.



Messages: Reject Vault Almost Full/Reject Vault Full

Issues: Reject vault must soon be emptied/must be emptied now

Solution:

1. At the Customer Station, unlock the door housing the Bill Dispenser.
2. Use the handle and support the reject vault from underneath.
3. Pull the reject vault straight out toward you.
4. Turn the green lever on the front of the reject vault counterclockwise and lift the lid.
5. Remove the bills from the reject vault.
6. Close the lid.
7. Supporting the reject vault underneath, slide it straight into the Bill Dispenser.
The color indicator turns red.
8. Push the reject vault all the way in until it clicks into place.

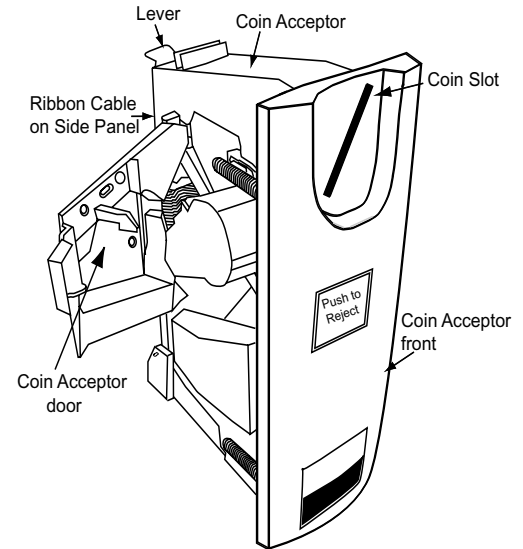
Coin Acceptor: MICROCOIN Model

Messages: Coin Acceptor offline, Coin Acceptor not responding

Issues: Rejecting coins or not registering coins

Solution:

1. At the Customer Station, unlock the door that houses the Coin Acceptor.
2. Lift and pull the lever away from the Coin Acceptor.
3. Unplug the ribbon cable and remove the Coin Acceptor from the door.
4. Open the Coin Acceptor door and check for coin jams or debris.
5. Put the Coin Acceptor back in place properly.
6. Plug the ribbon cable back into the Coin Acceptor.



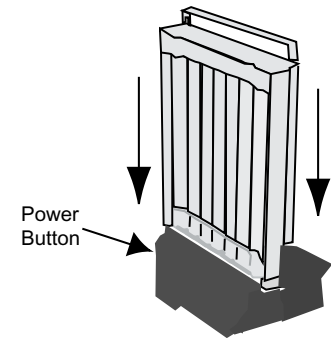
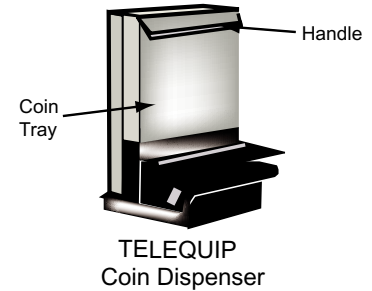
Coin Dispenser: TELEQUIP Model

Messages: Low, Mechanical Error

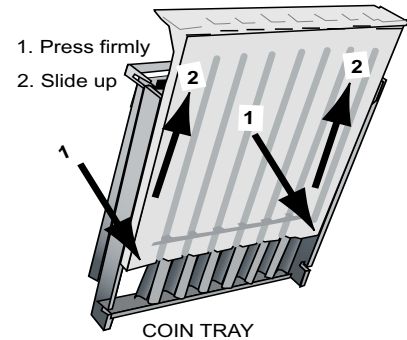
Issues: Not dispensing properly

Solution:

1. At the Customer Station, unlock the door that holds the Coin Dispenser.
2. Lift the pin that secures the Coin Dispenser tray in place.
3. Pull the Coin Dispenser tray toward you.
4. Turn off the Coin Dispenser.
The power switch is at the bottom of the device.



5. Lift the coin tray out and:
 - a. Check for coins that are stuck together.
 - b. Remove any bent coins.
 - c. Make sure no coins are still in their roll packaging.
 - d. Remove a few coins from the bottom of each slot.
 - e. Fill the tray with coins if any slots are low or empty.
6. Turn on the Coin Dispenser.
The Coin Dispenser sounds an alert.
7. Slide the tray back into place.
Once the coin tray is properly in place, the alert stops.
8. Lock the Customer Station door.



9. Perform a test dispense. For instructions, see “Test Dispense” in “AM Routines.”

Messages: Offline

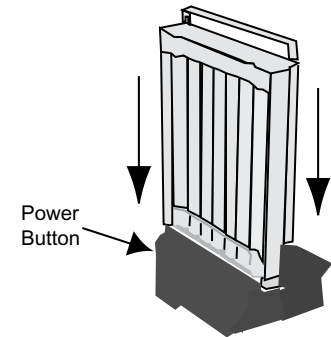
Issues: Coin Dispenser not detected

Solution:

1. At the Customer Station, unlock the door that holds the Coin Dispenser.
2. Lift the pin that secures the Coin Dispenser tray in place.
3. Pull the Coin Dispenser tray toward you.
4. Verify that the cable is securely connected to the bottom of the Coin Dispenser.
5. Locate the power switch on the side of the Coin Dispenser.
6. Make sure that the Coin Dispenser is turned on.
7. Slide the tray back into place.
8. Perform a test dispense. For instructions, see “Test Dispense” in “AM Routines.”



TELEQUIP
Coin Dispenser

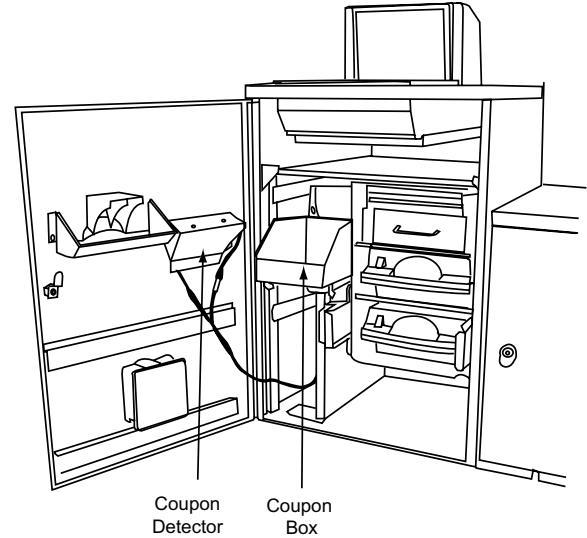


Coupon Detector

Issues: Customer cannot continue the order after scanning a coupon and inserting it into the slot

Solution:

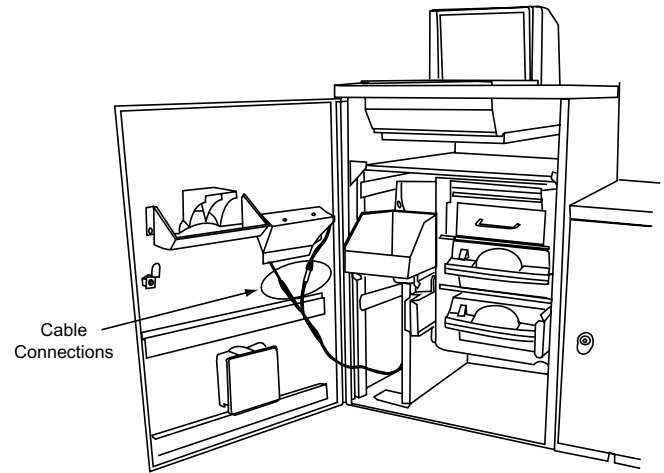
1. Unlock the door below the Scanner Scale.
2. Locate the Coupon Detector. It is attached to the door.
3. Make sure that there is no debris blocking the coupon slot.



Messages: Coupon_Detector::OFFLINE

Solution:

1. Unlock the door below the Scanner Scale.
2. Locate the Coupon Detector. It is attached to the door.
3. Make sure that the cable connections are secure.



EFT (Electronic Funds Transfer)

Messages: Please wait for cashier, Offline

Issues: Frozen, Beeping

Solution:

1. If the EFT is beeping, make sure that no keys are jammed. Use your fingers to loosen any keys that are jammed.
2. Make sure that the EFT devices are working at the regular lanes in your store. If the entire store is experiencing trouble with the EFT, the issue will be resolved at the U-Scan System when it is resolved in the rest of the store. Follow your store's EFT troubleshooting procedure.
3. If the EFT Pinpads are working at regular terminals but not at the U-Scan:
 - a. Press **Cancel** on the Pinpad.
 - b. At the Customer Station, touch **Other form of payment** and then reselect EFT payment form.
 - c. Make sure the customer is following instructions on the Pinpad.

Messages: Download Required

Issues: EFT Pinpad needs to be downloaded

Solution:

1. Locate the Computer Keyboard inside the Attendant Station casing.
2. Hold down the **ALT** key while you press and release the **TAB** key until the **Windows** icon is selected.
3. In the **Robot Control** window, touch **Stop Robot**.
The **Launchpad** appears.
4. Touch **Stop TS**.
5. Follow your store's EFT troubleshooting procedure.

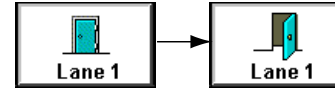
Messages: Lane closed after a download procedure was applied

Issues: Lane closed

Solution:

1. Sign off the appropriate lane at the Attendant Station.

2. Sign back on.
3. Touch the **Lane** button to open the Customer Station to the public.



LANE button

Printer: AXIOHM A226 Kiosk Model

Messages: Offline, Low

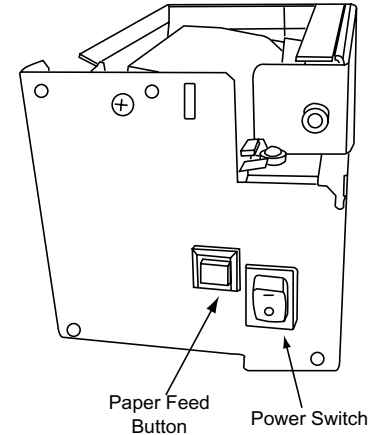
Issues: Paper jammed, Not printing

Solution:

1. Make sure that the Printer has enough paper, and that the smooth side of the paper is facing down.

NOTE: *Our Printers use thermal paper only. Make sure the smooth side of the paper is facing down.*

2. Make sure that at least one inch of paper is sticking out of the Printer.
3. Press and hold the **PAPER FEED** button.
4. Continue to hold the **PAPER FEED** button, then turn the Printer off, then on again.



5. Release the **PAPER FEED** button when the Printer starts to print.

Issues: The Printer is printing random text (instead of proper receipts)

Solution: On the Printer, press the **PAPER FEED** button.

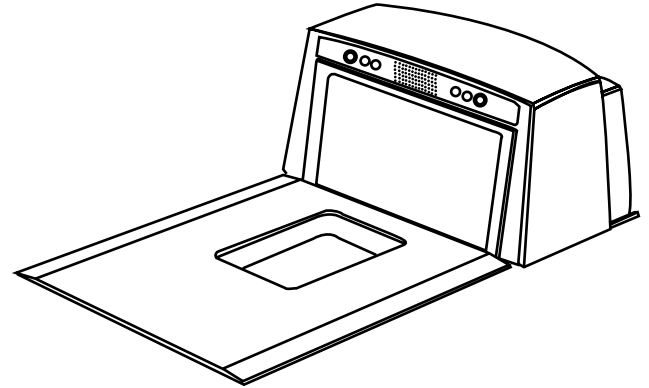
Scanner Scale: FUJITSU 9950 Model

Messages: Offline, Scale underweight, No re-zero failure

Issues: Unable to scan items

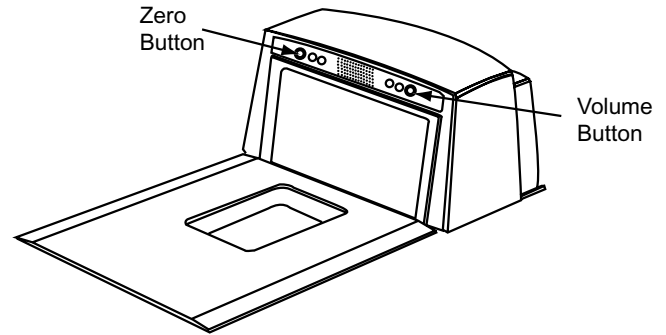
Solution:

1. Make sure that the Scanner Scale cover is positioned correctly on top of the Customer Station casing.
2. Make sure that there are no items on the Scanner Scale.
3. Prepare a solution of one part glass cleaner and one part water.
4. Spray the solution on a lint-free cleaning pad or cloth, then wipe the device.
CAUTION: Do *not* spray the cleaning solution directly on any surface.
5. If necessary, remove the top of the Scanner Scale to clean the underside of the glass.



FUJITSU 9950 Scanner Scale

6. Make sure the cover is back on correctly.
7. If the Scanner Scale is still not working, press the **ZERO** button to zero the Scanner Scale.
8. If the Scanner Scale is still not working, restart the Customer Station. Refer to “Rebooting the Customer Station” in “Rebooting and Shutting Down.”



Issues: The Scanner Scale is not reading bar codes easily

Solution: Clean the device

1. Prepare a solution of one part glass cleaner and one part water.
2. Spray the solution on a lint-free cleaning pad or cloth, then wipe the device.

CAUTION: Do **not** spray the cleaning solution directly on any surface.

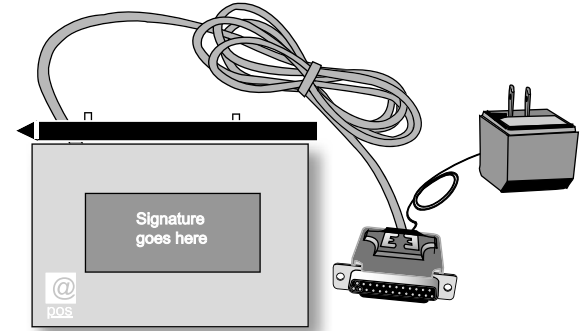
3. If necessary, remove the top of the Scanner Scale to clean the underside of the glass.

Signature Capture: @POS Model

Messages: Device Offline SigDLL Signature Gem LCD

Issues: No power to Signature Capture

Solution: Contact your Support Center.



Touch Screen

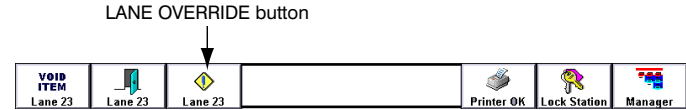
Issues: Not working properly, Not responding to touch

Solution:

1. Spray a lint-free cleaning pad or cloth with the suggested cleaning solution (one part glass cleaner to one part water) and clean the Touch Screen Monitor.

NOTE: *Do not spray the cleaning solution directly on any surface.*

2. Look underneath or on the back of the Touch Screen Monitor to make sure the cables are securely connected.
3. At the Attendant Station, touch the **Lane Override** button.
The Customer Station Touch Screen Monitor displays the previous screen.

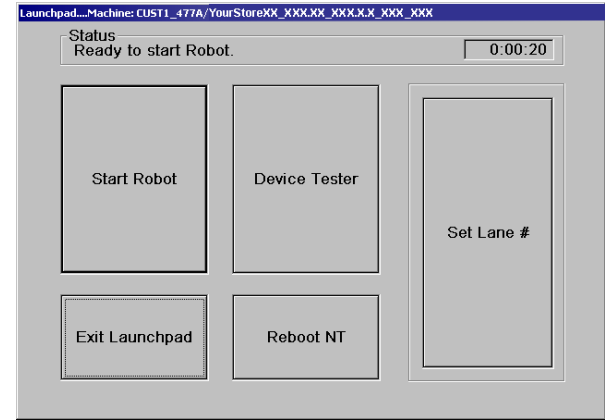


Issues: Screen is frozen and you need to access the **Launchpad**

Solution:

1. Locate the Computer Keyboard inside the Customer Station.

2. Hold down the **ALT** key while you press and release the **TAB** key until the **Robot Control** window icon is selected.
3. In the **Robot Control** window, touch **Stop Robot**. The **Launchpad** appears.



Troubleshooting the Attendant Station

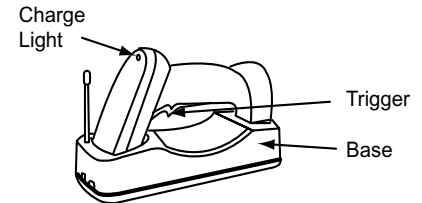
Station

Hand Scanner: SYMBOL Model (Cordless)

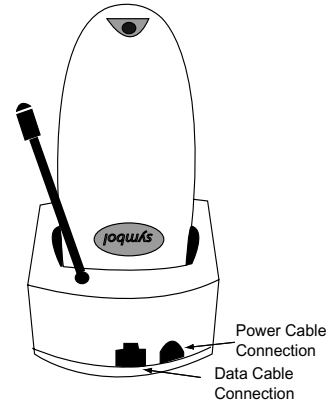
Issues: Not scanning items

Solution:

1. Aim the Hand Scanner at the Attendant Station tabletop and press on the trigger.
2. If you see a red beam, try to scan a different item. The item that would not scan may have a bad bar code.
3. Make sure the battery in the Hand Scanner is charged. The charge light should come on when the Hand Scanner is placed on the base.



4. Make sure the charging base is plugged in.
5. Make sure the power cable is plugged into the base of the Hand Scanner.
6. Make sure the data cable is plugged into the base.
7. Scan the bar code on the charging base to match the Hand Scanner to the base.
8. If the problem persists, contact your support center.



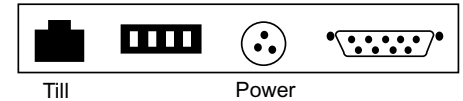
Printer: AXIOHM A758 Model

Messages: Offline

Issues: Printer not on

Solution:

1. Make sure that the power cable is plugged into the back of the Printer.
2. Make sure that the till cable is plugged into the Printer.
3. On the Printer, press the **ONLINE** button until the lights come on.
4. At the Attendant Station, touch **Printer OK**.



Printer OK button

Messages: Low

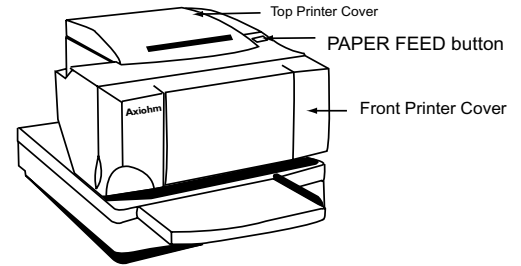
Issues: Paper jammed

Solution:

1. Open the top cover of the Printer and remove any paper jams.
2. Make sure the Printer has enough paper.

NOTE: *Our Printers use thermal paper only. Make sure the smooth side of the paper is facing down.*

3. Close the top cover of the Printer.
4. Press the **PAPER FEED** button until at least one inch of paper is sticking out of the Printer.



Messages: Out of paper

Issues: Printer out of paper, Printer cover open

Solution:

1. Check the PAPER STATUS light. If it is on, make sure that the paper in the Printer is properly inserted.

2. Make sure that the Printer has enough paper and that the smooth side of the paper is facing down.

NOTE: *Our Printers use thermal paper only. Make sure the smooth side of the paper is facing down.*

Messages: Cover open

Issues: Printer cover is open.

Solution: Close the Printer cover.

Issues: Printer is printing random text.

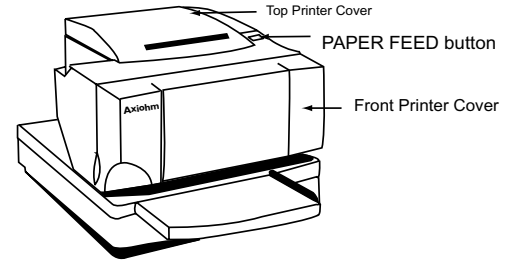
Solution: Press the **PAPER FEED** button on the Printer.

Messages: Mechanical Error

Issues: Printer not printing

Solution:

1. Open the top cover of the Printer and remove any paper jams.
2. Turn the Printer off and count to ten.
3. Turn the Printer back on.



Issues: Printer not MICRing

Solution:

1. Open the top front Printer cover.
2. Move the ribbon cartridge to the right end of the Printer.
3. Close the Printer cover.
4. Touch **Cancel MICR** at the Attendant Station toolbar.

NOTE: *Printer OK becomes Cancel MICR.*

5. Access **Direct Mode**.
6. Touch **Clear**.
7. Process the check payment again.
8. Make sure that the check is facing down with the check account number to the right when you insert it into the Printer.

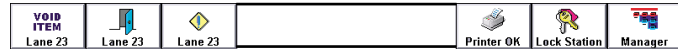
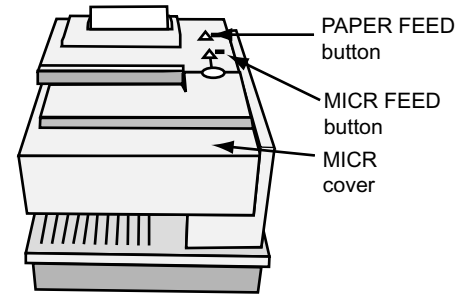
Printer: IBM 4610 Model

Messages: Offline, Low

Issues: Printer not on, Printer not connected

Solution:

1. Check if the Printer's lights are working.
2. Check if the till is connected to the Printer.
3. If it is not connected, then connect the till to the Printer.
4. On the Attendant Station screen, press **Printer OK**.



Issues: Paper jammed

Solution:

1. Open the Printer cover and remove any paper jams.
2. Make sure that the Printer has enough paper, and that the smooth side of the paper is facing down.

NOTE: *Our Printers use thermal paper only. Make sure the smooth side of the paper is facing down.*

3. Make sure that at least one inch of paper is sticking out of the Printer.
4. Press the **PAPER FEED** button to make sure that paper is properly loaded.

Messages: Out of paper

Issues: Printer out of paper, Printer cover open

Solution:

1. Check the PAPER STATUS light. If it is on, make sure that the paper in the Printer is properly inserted.
2. Make sure that the Printer has enough paper and that the smooth side of the paper is facing down.

NOTE: *Our Printers use thermal paper only. Make sure the smooth side of the paper is facing down.*

Messages: Mechanical Error

Issues: Printer not printing

Solution:

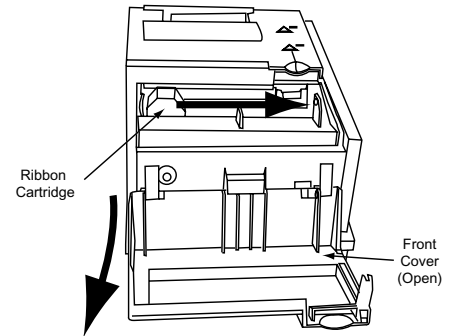
1. Open the top cover of the Printer and remove any paper jams.
2. Turn the Printer off and count to ten.
3. Turn the Printer back on.

Issues: Printer not MICRring

Solution:

1. Open the Printer cover.
2. Move the ribbon cartridge to the right end of the Printer.
3. Close the Printer cover.
4. Touch **Cancel MICR** at the Attendant Station toolbar.

NOTE: *Printer OK becomes Cancel MICR.*



5. Access **Direct Mode**.
6. Touch **Clear**.
7. Process the check payment again.
8. Make sure that the check is facing down with the check account number to the right when you insert it into the Printer.

Messages: Cover open

Issues: Printer cover is open.

Solution: Close the Printer cover.

Issues: Printer is printing random text.

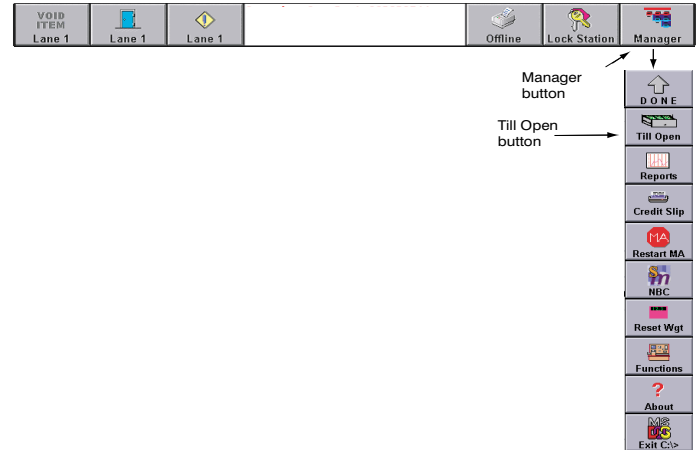
Solution: Press the **PAPER FEED** button on the Printer.

Till Drawer

Issues: Not opening

Solution:

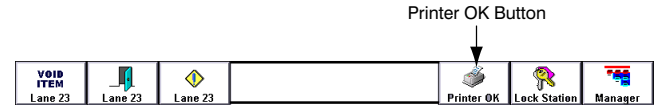
1. Make sure that the till drawer is unlocked.
2. If the issue is not resolved, access the **Manager** menu:
 - a. Touch **Manager**.
The **Manager Password Req'd** screen appears.
 - b. Enter the manager password, then touch **Done**.
The **Manager** menu appears.
3. Touch **Till Open**.
4. If the till drawer clicks but does not open, open it manually and look for jammed objects.
5. Touch **DONE** in the **Manager** menu.
6. Check the Printer:



- a. Make sure that the Printer is on.
- b. Make sure that the till cable is properly connected to the Printer.
- c. Make sure that the paper is properly inserted
- d. Check the message on the Printer icon at the top of the screen.

NOTE: *The Printer button must read **Printer OK**.*

- e. **If the issue is not resolved, perform the troubleshooting procedures in “Printer” in the “Troubleshooting the Attendant Station” section.**



Touch Screen

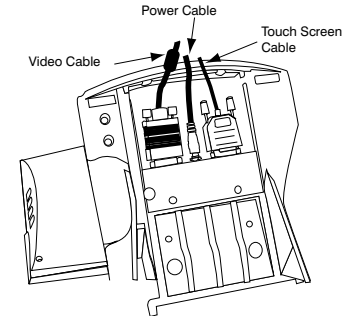
Issues: Not working properly, Not responding to touch

Solution: Clean the Touch Screen Monitor with a solution of one part glass cleaner and one part water.

1. Spray the suggested cleaning solution on a lint-free cleaning pad or cloth, then wipe the device.

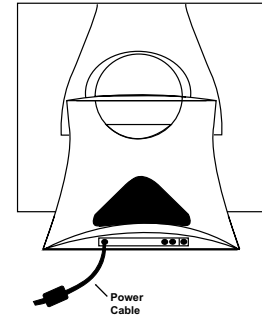
NOTE: *Never spray the cleaning solution directly on any surface.*

2. Look underneath the Touch Screen Monitor to make sure that the cables are properly connected.
3. At the Attendant Station, touch the **Lane Override** button.



UNDERSIDE OF TOUCH SCREEN

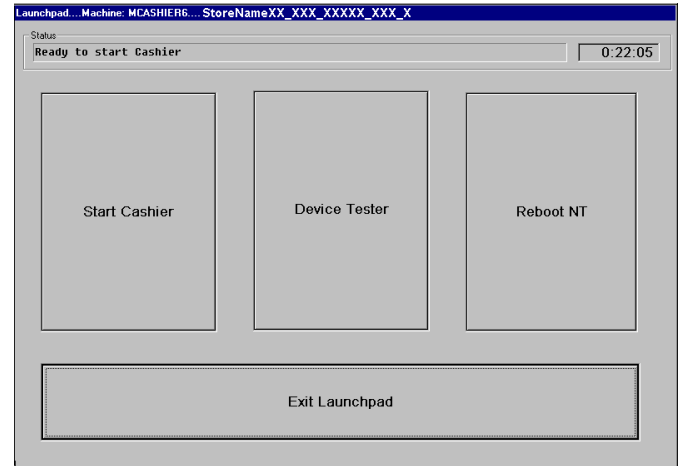
Back of Monitor



Issues: Screen is frozen and you need to access the **Launchpad**

Solution:

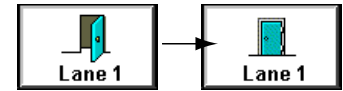
1. Locate the Computer Keyboard inside the Attendant Station casing.
2. Hold down the **ALT** key while you press and release the **TAB** key until the **Windows** icon is selected.
3. In the **Robot Control** window, touch **Stop Robot**.
The **Launchpad** appears.



Rebooting and Shutting Down

Rebooting the Customer Station

1. Go to the Attendant Station.
2. Touch the **Lane** button to close the Customer Station to the public.
3. Sign off of the lane.
4. Access the **Manager** menu.
 - a. Touch **Manager**.
The **Password** screen appears.



LANE button

- b. Enter the manager password, then touch **Done**.

The **Manager** menu appears.

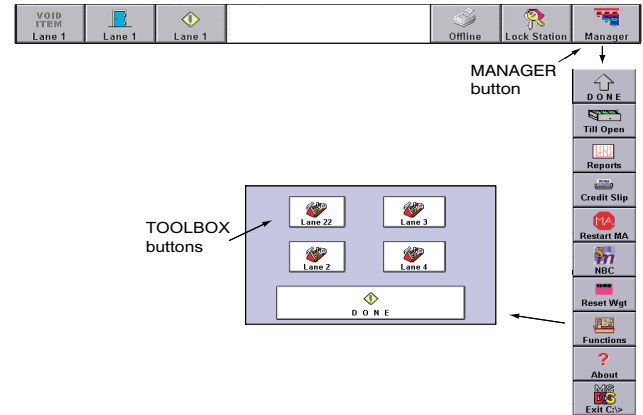
5. Touch **Functions**.

The **Functions** window appears.

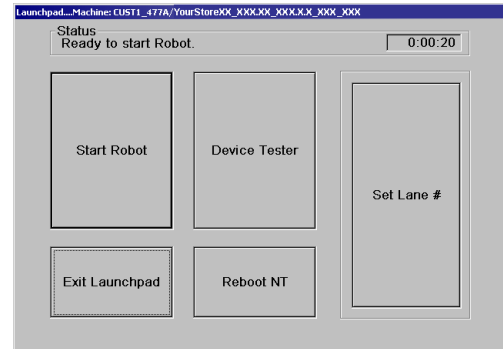
6. Touch the **Toolbox** button representing the

Customer Station you want to reboot.

The **Maintenance Mode** screen displays at the corresponding Customer Station.



7. Go to the Customer Station.
8. Touch **Stop Robot**.
A window appears requesting confirmation.
9. Touch **Yes**.
The Customer Station **Launchpad** displays.
10. Touch **Reboot NT**.
A window appears requesting confirmation.



11. Touch Yes.

The Customer Station reboots.

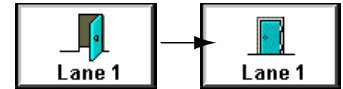
NOTE: *When all the devices attached to the Customer Station are initialized, the **Checkout Closed** screen is displayed automatically.*

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



Rebooting the Attendant Station

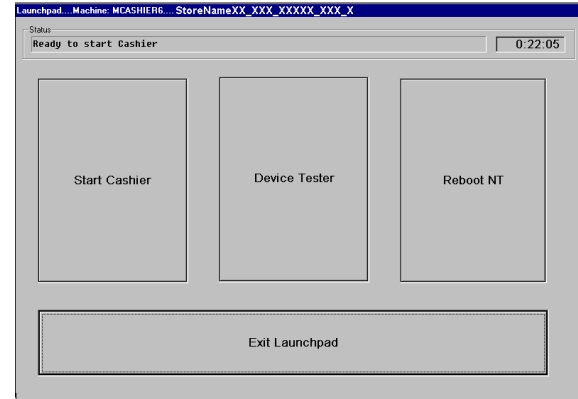
1. Go to the Attendant Station.
2. Touch a lane window.
3. Touch the **Lane** button to close the Customer Station to the public.
4. Repeat steps 2-3 for every lane.
5. Sign off all lanes.
6. Access the **Manager** menu.
 - a. Touch **Manager**.
The **Password** screen appears.
 - b. Enter the manager password, then touch **Done**.
The **Manager** menu appears.
7. Touch **Exit C:>**.
The message **Are you sure?** appears in the **Exit Cashier** window.



LANE button



8. Touch **Yes**.
The Attendant Station **Launchpad** displays.
9. Touch **Reboot NT**.
A window appears requesting confirmation.
10. Touch **Yes**.
The Attendant Station reboots.



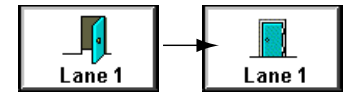
Shutting Down the Customer Station

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. Go to the Attendant Station.
2. Touch the **Lane** button to close the Customer Station to the public.
3. Sign off of the lane.
4. Access the **Manager** menu.
 - a. Touch **Manager**.
The **Password** screen appears.
 - b. Enter the manager password, then touch **Done**.
The **Manager** menu appears.



5. Touch **Functions**.

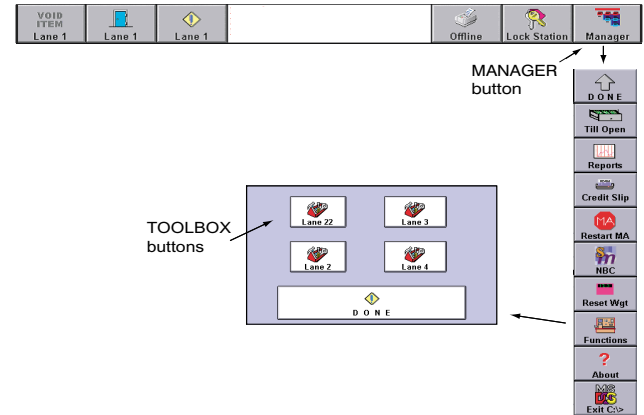
The **Functions** window appears.

6. Touch the **Toolbox** button representing the

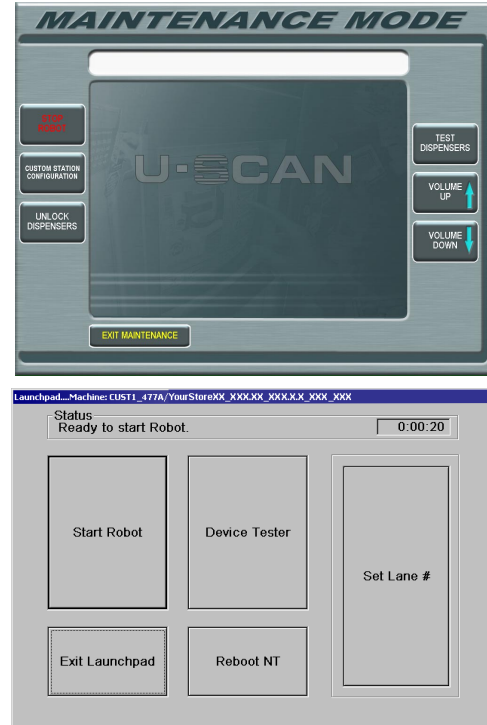
Customer Station you want to shut down.

The **Maintenance Mode** screen displays at the corresponding Customer Station.

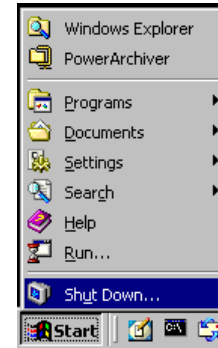
7. Go to the Customer Station.



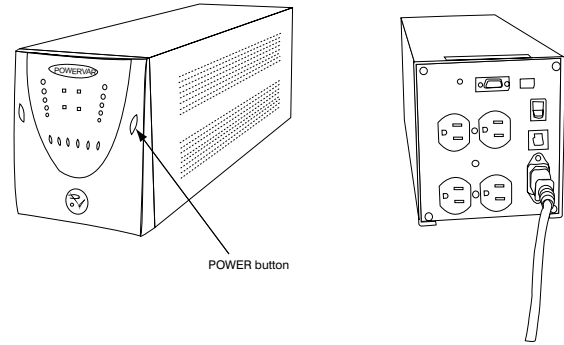
8. On the **Maintenance Mode** screen, touch **Stop Robot**.
A window appears requesting confirmation.
9. Touch **Yes**.
The Customer Station **Launchpad** appears.
10. Touch **Exit Launchpad**.
A window appears requesting confirmation.



11. Touch **Yes**.
The Windows desktop screen appears.
12. Touch **Start**.
The **Start** menu appears.
13. Touch **Shut Down**.
The **Shut down** window appears.
14. Touch **OK**.
The Computer shuts down.
15. Wait until the message **It is now safe to turn off your computer** appears.
16. Turn off the **Power** button on the Computer.

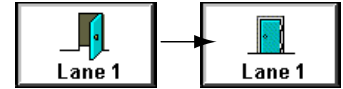


17. Locate the UPS. It is on the floor of the Customer Station casing and is clearly marked “UPS.”
18. Press and hold the **Power** button until the lights on the UPS turn off.



Shutting Down the Attendant Station

1. Go to the Attendant Station.
2. Touch a lane window.
3. Touch the **Lane** button to close the Customer Station to the public
4. Repeat steps 2-3 for every lane.
5. Sign off all lanes.
6. Access the **Manager** menu.
 - a. Touch **Manager**.
The **Password** screen appears.
 - b. Enter the manager password, then touch **Done**.
The **Manager** menu appears.
7. On the **Manager** menu, touch **Exit C:>**.
A window appears requesting confirmation.

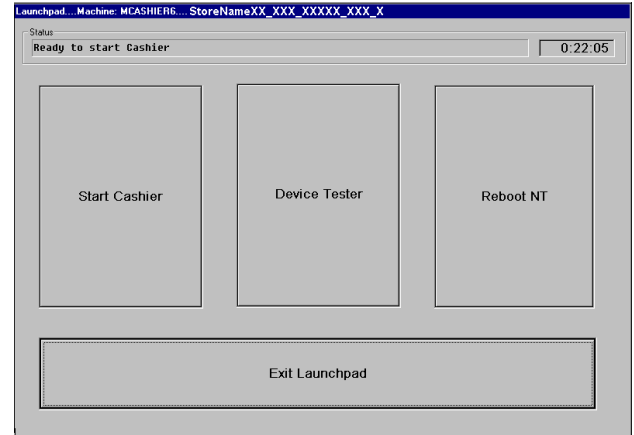


LANE button

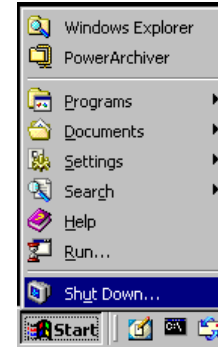


EXIT C:>
button

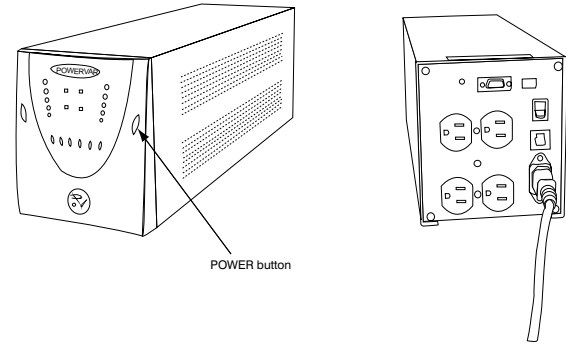
8. Touch **Yes**.
The Attendant Station **Launchpad** appears.
9. Touch **Exit Launchpad**.
A window appears requesting confirmation.
10. Touch **Yes** to confirm.
The **Windows NT** desktop screen is displayed.



11. Touch **Start**.
The **Start** menu appears.
12. Touch **Shut Down**.
The **Shut down** window appears.
13. Touch **OK**.
The Computer shuts down.
14. Wait until the message **It is now safe to turn off your computer** appears.
15. Turn off the **Power** button on the Computer.



16. Locate the UPS. It is on the floor of the Attendant Station casing and is clearly marked “UPS.”
17. Press and hold the Power button until the lights on the UPS turn off.



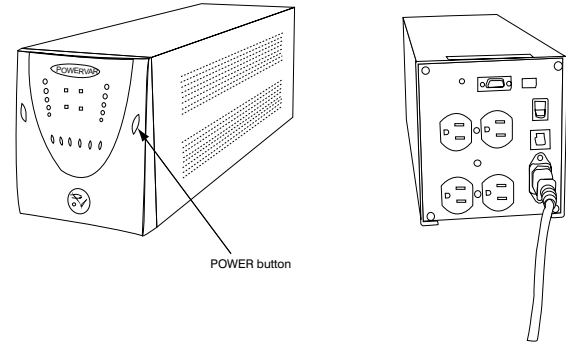
Restarting the System After Shutdown

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 until the lights on the UPS turn on.
2. Turn on the **Power** button on the Attendant Station Computer.
The Attendant Station starts automatically.



Restarting the Customer Station

1. Press and hold the **Power** button until the lights on the UPS turn on.
2. Turn on the **Power** button on the Customer Station Computer.
The Customer Station starts automatically.

NOTE: *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.*



Support Center

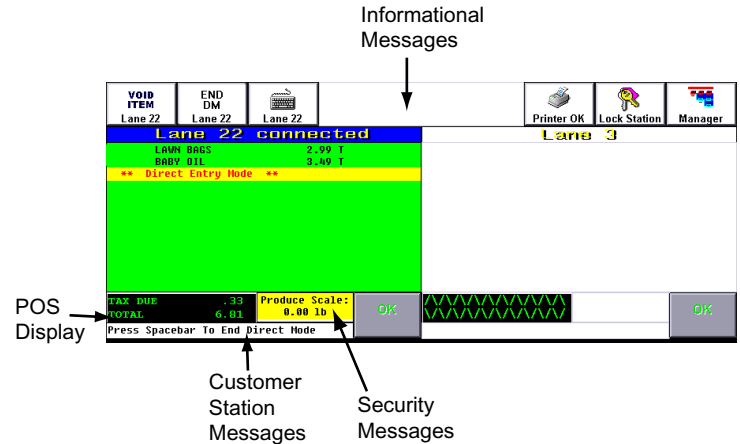
Before Calling

NOTE: *Your store may have its own Support Center that must be contacted prior to reporting any issues to Fujitsu. Please confirm this before calling the U-Scan Support Center.*

When contacting the U-Scan Support Center, make sure that you can answer the following questions.

1. What is your store name and number?
2. At which lane did the issue occur? Make sure that you know the lane number.
3. What is the transaction number for the issue? This number can be found on the receipt for the transaction, usually near the date and time. Often, the transaction number includes your store number.
4. Did you perform the appropriate procedures in the Troubleshooting section of this manual? What happened?
5. What type of Customer Station and Attendant Station do you have? Be prepared to describe your Customer Station and Attendant Station.

6. Is this issue occurring at the Attendant Station or the Customer Station?
7. Is it an issue with devices or screens?
 - If it is an issue with devices, which device is not working (for example, the Bill Dispenser)? What is the description of the behavior?
 - If it is an issue with screens, which screens are being displayed at the Attendant Station and at the Customer Station? Where on the screen are the messages being displayed (if there are any)?
8. When was the last time the device or screens worked properly? What has happened since that time?
9. Is this issue occurring on regular lanes?
10. How did you deal with the issue (for example, voiding, overriding)?



Index

A

- AM Routines 7–20
 - description of section 1
- Attendant Interventions
 - description of section 2
- Attendant Station
 - locking 27
- Attendant Station *diagram* 4

B

- Bad card 37
- Bag Racks
 - refilling 19

- Bag Scale
 - cleaning 24
 - troubleshooting 57

- Bill Acceptor
 - bill jams 58
 - removing bills, *diagram* 29
 - troubleshooting 57

- Bill Acceptor full or open (message) 57

- Bill Acceptor not responding (message) 57

- Bill Acceptor offline (message) 57

- Bill Dispenser
 - inserting cassettes 15
 - loading amounts 9
 - troubleshooting 55

- Bill stuck, check Acceptor (message) 57

- Bill Tray Empty (message) 62

- Bill Tray Low (message) 62

C

- Cancelling orders 35

Cleaning

- Bill Acceptor sensors, *diagram* 60
- Scanner Scale 33
- Scanner Scaler 33
- shelves 24

Coin Acceptor

- coin jams 66
- troubleshooting, *diagram* 66

- Coin Acceptor not responding (message)

66
Coin Acceptor offline (message) 66
Coin Dispenser
 Mechanical Error (message) Coin
 Dispenser
 Low (message) 67
 troubleshooting 67
Coin Tray
 inserting into Coin Dispenser 16
 loading amounts 7
 preparing 7
Coupon Detector
 customer cannot continue order 70,
 71
 OFFLINE (message) 71
 troubleshooting 70
Coupons 37

Customer Station messages
 bad card 37
 cancel order 35
 coupons 37
 gift certificate 38
 large item 39
 non barcoded item 41
 Scanner scale is underweight 44
 Scanner scale weight over zero 42, 43

D

Demagnetized card 37

E

EFT

 buzzing 72, 73
 frozen 72, 73
 jammed keys 72
 troubleshooting 72

F

FUNCTIONS button, *diagram* 14, 25,
100, 106

Functions window

 accessing, *diagram* 14, 25, 100, 106

G

Gift certificates 38

H

Hand Scanner

 Cordless

 not scanning items 83

I

Introduction 1--??

 description of section 1

Items were removed (message) 47

L

- Lane button
 - closed to open, *diagram* 23
 - open to closed, *diagram* 20
- Lane Override button, *diagram* 80
- Lane window 13, 23
- Large items 39
- Lock Station button, *diagram* 27
- Low (message)
 - Printer 75, 86, 90

M

- Maintenance Mode
 - accessing 14, 25
- Maintenance Mode *diagram* 17
- Manager menu
 - accessing, *diagram* 100, 103, 105,

110

- Money
 - collecting at night 28

N

- No rezero failure (message) 77
- Non barcoded items 41

O

- Offline (message)
 - Bill Acceptor 57
 - Coin Acceptor 66
 - Coin Dispenser 69
 - Printer 75, 86, 90
 - Scanner Scale 77

P

- Paper jammed in Printer
 - Attendant Station 90
 - Cashier Station 86
 - Customer Station 75
- Pick-Up 31
- Please wait for cashier (message) 72, 73
- PM Routines 21–31
 - description of section 2
- Printer
 - Attendant Station
 - troubleshooting 85, 90
 - Customer Station
 - cables, *diagram* 75
 - not printing 75
 - loading paper 18, 75

R

Rebooting and Shutting Down 2
 rebooting the Attendant Station 34
 rebooting the Customer Station 34

Rebooting the Attendant Station 103

Rebooting the Customer Station 99

Receipts not printing properly
 Customer Station 76

Reports
 printing 21
 REPORTS button, *diagram* 21
 Reports window, *diagram* 21

Restarting 114

Restarting the Attendant Station after
shutdown 114

Restarting the Customer Station after
shutdown 115

S

Scale item weight difference (message)
48

Scanner Scale
 cleaning 24, 33, 78
 diagram 78
 FUJITSU 9950

 troubleshooting 77
 No re-zero failure (message) 77
 not reading bar codes 78
 not scanning items 77
 troubleshooting 79
 underweight 77

Scanner scale is underweight (message)
44, 77

Scanner scale weight over zero (mes-
sage) 42, 43

Scanning items not working 55, 56, 77

Security ++ OK ++ (message) 45

Security OK (message) 50, 51

Security OK +++ (message) 55, 56

Shutting down the Attendant Station 110

Shutting down the Customer Station 105

Sign On 13

Support Center
 description of section 2

T

Test Dispense 17
 amount dispensed 17

Till
 not opening 94, 96
 removing 26
 securing 12
 troubleshooting 94, 96

Till Cable, *diagram* 95

Till Preparation 7

Touch Screen

cables, *diagram* 96

cleaning 18, 24

Troubleshooting

description of section 2

U

UPC item weight difference (message) 49

W

Waiting for item in bag (message) 51, 53

Waiting for item in bag* (message) 52

Weekly Routines 2, 33–34

Weight violations 55, 56

FUJITSU

THE POSSIBILITIES ARE INFINITE

