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U-SCAN®

- *U-Scan Troubleshooting and Job Aid*
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U-Scan Troubleshooting and Job Aid

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U-SCAN TROUBLESHOOTING JOB AID-V1
STORE NEXT



THE POSSIBILITIES ARE INFINITE

U-Scan troubleshooting job aid

THIS JOB AID IS DESIGNED TO GUIDE U-SCAN® OPERATORS THROUGH BASIC TROUBLESHOOTING PROCEDURES RELATED TO THE U-SCAN® SYSTEM.

PLEASE REFER TO THE PROCEDURES PROVIDED IN THIS JOB AID PRIOR TO CALLING SUPPORT CENTER.

WHEN CONTACTING SUPPORT CENTER, PLEASE MAKE SURE THAT YOU ARE READY TO ANSWER THE FOLLOWING QUESTIONS:

1. WHAT IS YOUR STORE NAME AND NUMBER?
2. AT WHICH LANE DID THE ISSUE OCCUR? MAKE SURE YOU PROVIDE THE LANE NUMBER.
3. WHAT IS THE TRANSACTION NUMBER OF THE ISSUE?
4. What troubleshooting procedures have you performed? Refer to this job aid or to your Operator's Guide if available.
5. Is the issue occurring at the Attendant Station or at the Customer Station?

TABLE OF CONTENTS

BAG SCALE : ERROR MESSAGES	8
Device: :Offline {Twin Bag Scale}	8
Scale::no_rezero_done	8
Security Ok +++	8
BILL ACCEPTOR: ERROR MESSAGES	9
Bill_Acceptor::full_or_open	9
Bill_Acceptor::mechanical_error	9
Bill_Acceptor::needs_cleaning	9
Device: offline{Bill Acceptor}	10
Device ::offline {Cashcode_ba}	10
Bill Acceptor vault does not initialize	10
BILL ACCEPTOR : SITUATIONS	10
Bills are being rejected	10
BILL DISPENSER : ERROR MESSAGES	11
Bill_Dispenser::No_Reject_Cassette_present	11
Bill_Dispenser::Bill_Tray_	11
Empty	11
Bill_Dispenser::Bill_Tray_	11
Low	11
Bill_Dispenser::dispense_limit_exceeded Dispense: \$\$\$	11
Bill_Dispenser::mechanical_error	12
(bill jams)	12
BILL DISPENSER : SITUATIONS	13
Bill dispenser is not dispensing during maintenance mode test	13
Bill dispenser is not dispensing bills to the customers	13
Bill dispenser is not responding	13
Time out during dispense	13
Bill dispenser is not dispensing from a specific cassette	13
Bill dispenser over dispensing	14
CAMERA : SITUATIONS	15
Camera not working	15
The camera is not displaying the image correctly or the image is blurred.	15

COIN ACCEPTOR : ERROR MESSAGES	16
Device::Offline {Coin Acceptor}	16
Coin acceptor not registering coins	16
Coin_Acceptor::mechanical_error (Coin Jams)	16
COIN DISPENSER : ERROR MESSAGES	17
Device::offline{coin dispenser}	17
Coin_Dispenser::mechanical_error	17
Coin_Dispenser::low	17
COIN DISPENSER : SITUATIONS	18
Coin Dispenser not dispensing certain denominations of coins	18
Coin Dispenser not dispensing change due to customers	18
HAND SCANNER : ERROR MESSAGES	19
Device::Offline{Hand Scanner}	19
The Hand Scanner is not reading bar codes	19
COMPUTER : ERROR MESSAGES	20
Screen is black	20
No power to customer station PC	20
PC keeps rebooting randomly	20
PINPAD (EFT) : SITUATIONS	21
EFT download required	21
EFT transaction is hanging	21
Lane closed after a download procedure was applied	22
The Pinpad is beeping	22
ATTENDANT STATION PRINTER : ERROR MESSAGES	23
Printer::mechanical_error	23
Device::Offline {Printer}	23
Printer::Cover_open	23
Printer::out_of_paper	23
ATTENDANT STATION PRINTER : SITUATIONS	24
The Printer is printing random text	24
The Printer is not reading check information (micr)	24
The printer is not printing	24
The printer is not printing (flashing red light)	24
Debit slips will not print	24

Error reading document	24
CUSTOMER STATION PRINTER : ERROR MESSAGES / SITUATIONS	25
Device ::Offline {Printer}	25
The printer is not printing customer receipts	25
SCANNER SCALE : ERROR MESSAGES / SITUATIONS	26
Device::offline {Scanner-Scale}	26
Scale::no_rezero_done	26
Scale::wgt_unavail	26
Scanner scale is not scanning or the scale is underweight	26
The Scanner Scale is not reading bar codes easily	26
Attendant Station touch screen does not respond to touch	27
Customer Station touch screen does not respond to touch	27
Image problems	27
CUSTOMER / ATTENDANT STATION TOUCH SCREENS	28
CASH DRAWER / TILL	29
The till does not open	29
UPS (BATTERY BACK UP)	30
Does not power up	30
Attendant Station shut down unexpectedly	30
CUSTOMER STATION PROCEDURES	31
Access Maintenance Mode	31
Exit Maintenance Mode	31
Access Customer Station Launchpad/ Stop Robot	31
Exit Customer Station Launchpad: Go to Desktop	32
Exit Customer Station Launchpad /Start Robot	32
Restart Customer Station from the desktop	32
Stop WinPos application from the desktop	32
Restart the WinPos application from the desktop	32
Set Bill Quantity	33
Test Dispensers	33
ATTENDANT STATION PROCEDURES	34
Access the Attendant Station Launchpad	34
Returning to the Attendant Station software from Launchpad	34
Restart the Attendant Station from the desktop	34
Sign-ON Procedure	34

Sign-OFF Procedure	35
REBOOTING PROCEDURES	36
Rebooting a Customer Station	36
Rebooting the Attendant Station	36
SHUTDOWN PROCEDURES	37
Shutting down a Customer Station	37
Shutting Down the Attendant Station	38
RESTART AFTER SHUTDOWN PROCEDURES	39
Restart a Customer Station after Shut down procedure	39
Restart the Attendant Station after a Shut down	39
ROUTINE PROCEDURES	40
SOFTWARE ISSUES	41
Unable to SIGN-ON	41
“Station Locked” window in displays on the Attendant Station Interface	42
Windows Task Bar Always Visible	42
No Response to Touch Here To Start	42
System Down After Power Failure	42
Robot Control Window displayed over “CHECKOUT CLOSED” screen	43
Maintenance Mode Password Issue	43
Unable To Open Lane To Public	43
GRAPHICS	44
Bag Scale	44
Bill Acceptor	44
Bill Dispenser	45
Coin Acceptor	46
Coin Dispenser	47
Hand Scanner	47
Computer	48
Attendant Station Printer	49
Scanner Scale	49
Attendant Station Monitor	50
Customer Station Launchpad	50
Maintenance Mode Screen	50
Attendant Station Launchpad	52

BAG SCALE : ERROR MESSAGES

Situations	Troubleshooting Procedures
<p>Message at the Attendant Station lane window:</p> <p>Device: :Offline {Twin Bag Scale}</p>	<p>This message indicates that the Bag Scale is not being detected; typically, cycling the power resolves this situation.</p> <ol style="list-style-type: none"> 1. To cycle power, shut down the customer station. (Refer to “SHUTDOWN A CUSTOMER STATION” page 37). 2. Bring the customer station back up. (Refer to “RESTART CUSTOMER STATION AFTER SHUTDOWN” page 39). 3. If the problem persists, contact Support Center.
<p>Message at the Attendant Station lane window:</p> <p>Scale::no_rezero_done</p> <p>Message in Attendant Station <u>security message</u> area:</p> <p>Security Ok +++</p>	<p>These messages indicate that the Bag Scale is reading an overweight status. To correct this, perform the following steps:</p> <ol style="list-style-type: none"> 1. Remove all bag racks (Figure 1, page 44) from the Bag Scale platter. 2. At the Attendant Station, override the message Item(s) were removed in the security message area. 3. Replace the bag racks on the Bag Scale platter. 4. At the Attendant Station, override the message Item(s) were added in the security message area. 5. If the problem persists, please call Support Center.

BILL ACCEPTOR: ERROR MESSAGES

Message at the Attendant Station lane window:

Bill_Acceptor::full_or_open

Bill_Acceptor::mechanical_error

Bill_Acceptor::needs_cleaning

This message indicates that the Bill Acceptor vault is either open or not present.

1. Remove the vault from the Bill Acceptor (Figure 3, page 44).
 - 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.
 2. Turn the black plastic knob to open the vault (Figure 3, page 44).
 3. Verify the quantity of bills in the vault. Remove the bills if the vault is full.
 4. Press the black button to open the clamshell (Figure 4, page 44).
 5. Check for bill jams inside the clamshell.
 6. Press the black button and close the clamshell.
 7. Verify that the clamshell is properly closed.
 8. Replace the vault onto the stacker.
 9. Listen for the sound of the Bill Acceptor motor running once the vault is properly in place
 10. Perform a test dispense. (Refer to TEST DISPENSES” page 33)
 11. Insert the bills dispensed into the Bill Acceptor to ensure proper functionality.
 12. If the problem still persists, clean the Bill Acceptor sensors.
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1. Open the clamshell (Figure 4, page 44).
 2. Locate the red light sensors located on the upper and lower panels of the clamshell.
 3. Gently clean the sensors with a cotton swab dampened with water.
DO NOT USE HARSH CHEMICALS.
 4. Use a dry cotton swab to dry the sensors. The sensors must be completely dry before putting the vault back in place.
 5. Close the clamshell.
 6. Put the vault back in place.
 7. Listen for the sound of the Bill Acceptor motor running once the vault is properly in place.

ERROR MESSAGE	Troubleshooting Procedures
<p>Message at the Attendant Station lane window:</p> <p>Device: offline{Bill Acceptor}</p> <p>Device ::offline {Cashcode_ba}</p> <p>Bill Acceptor vault does not initialize</p>	<p>This message indicates that the Bill Acceptor is not being detected.</p> <ol style="list-style-type: none"> 1. Ensure that the Bill Acceptor cables are securely connected to the cable sockets (Figure 2, page 46) 2. Ensure that the CASHCODE power supply (black box) cable is securely connected (Figure 5, page 46). 3. Ensure that the green light on the CASHCODE power supply is on. 4. If the light on the CASHCODE power supply is not on, please report it to Support Center. 5. If the problem persists once you ensure that the cables are properly plugged in, please contact Support Center.

BILL ACCEPTOR : SITUATIONS

Situations	Troubleshooting Procedures
<p>Situation:</p> <p>Bills are being rejected</p>	<p>This might be caused due to a mechanical error or to the device needing cleaning. (Refer to “BILL ACCEPTOR NEEDS CLEANING” page 9).</p> <p>NOTE: Make sure vault and clamshell are secured.</p> <ol style="list-style-type: none"> 1. Perform a test dispense. (Refer to TEST DISPENSES” page 33). 2. Insert the bills dispensed into the Bill Acceptor to ensure proper functionality. 3. If problem still persists, cycle power. (Refer to “SHUTDOWN A CUSTOMER STATION” page 37). 4. Bring the customer station back up. (Refer to “RESTART CUSTOMER STATION AFTER SHUTDOWN” page 39). 5. If problem persists, please contact the Support Center.

BILL DISPENSER : ERROR MESSAGES

ERROR MESSAGE	Troubleshooting Procedures
<p>Message at the Attendant Station lane window:</p> <p>Bill_Dispenser::No_Reject_Cassette_present</p>	<p>This message indicates that the reject bin is not present.</p> <ol style="list-style-type: none"> 1. Ensure that the reject bin (Figure 6, page 45) is in the Bill Dispenser. Replace the reject bin if necessary. 2. If the reject bin is in the Bill Dispenser, remove and then reinsert it.
<p>Message at the Attendant Station lane window:</p> <p>Bill_Dispenser::Bill_Tray_Empty</p>	<p>This message indicates that one or more cassettes have reached the empty level.</p> <ol style="list-style-type: none"> 1. Remove the cassettes (Figure 6, page 45) and verify that there are enough bills in each one. 2. Verify that the low level indicator (Figure 8, page 45) inside each cassette is functional. 3. Load the cassette(s) with bills. 4. Perform a test dispense. (Refer “TEST DISPENSERS” page 33).
<p>Message at the Attendant Station lane window:</p> <p>Bill_Dispenser::Bill_Tray_Low</p>	<p>This message indicates that one or more cassettes are running low in bills.</p> <ol style="list-style-type: none"> 1. Remove the cassettes and identify the cassette(s) running low in bills. 2. Load the cassette(s) with bills. 3. Perform a test dispense. (Refer “TEST DISPENSERS” page 33).
<p>Message at the Attendant Station lane window:</p> <p>Bill_Dispenser::dispense_limit_exceeded Dispense: \$\$\$</p>	<p>This message indicates that the cash back amount or change due is greater than the set limit. (Limits vary.)</p> <ol style="list-style-type: none"> 1. Touch the appropriate lane window. The till opens automatically. 2. Give the customer the change or cash back due from the Attendant Station till.

ERROR MESSAGE	Troubleshooting Procedures
<p>Message at the Attendant Station lane window:</p> <p>Bill_Dispenser::mechanical_error</p> <p>(bill jams)</p>	<p>This message is generated when a mechanical failure occurs.</p> <ol style="list-style-type: none"> 1. Access Maintenance Mode (Refer to “ACCESS MAINTENANCE MODE” page 31) 2. At the Customer Station, touch Unlock Dispensers. 3. Remove the cassettes bin (Figure 6, page 45) and unlock them with the key bin (Figure 7, page 45) 4. Ensure there are enough bills in the cassette(s). 5. Replace the cassette(s). 6. Touch Lock Dispensers. 7. Perform a test dispense. (Refer “TEST DISPENSERS” page 33) 8. If the problem persists, please contact Support Center.

BILL DISPENSER : SITUATIONS

Situations	Troubleshooting Procedures
<p>Situation:</p> <p>Bill dispenser is not dispensing during maintenance mode test</p>	<p>This situation usually occurs when a test dispense has been conducted, the device dispensed some bills and a second test is attempted BEFORE the money dispensed on during the first test is placed back into the system via bill acceptor.</p> <ol style="list-style-type: none"> 1. Place any money that has been dispensed into the bill acceptor. 2. Run a second test dispenser. 3. If the problem persists, please contact Support Center.
<p>Bill dispenser is not dispensing bills to the customers</p> <p>Bill dispenser is not responding</p> <p>Time out during dispense</p>	<p>This situation has many reasons for it.</p> <ol style="list-style-type: none"> 1. Look at the Attendant Station respective lane window and verify if any error messages (in red) appear in relation to the Bill Dispenser. 2. Follow the instructions found under the respective error message in this guide. <p>If no error message is found at the Attendant Station respective lane window cycling the power may resolve the situation:</p> <p>To cycle power, shut down the customer station. (Refer to “SHUTDOWN A CUSTOMER STATION” page 37). Bring the customer station back up. (Refer to “RESTART CUSTOMER STATION AFTER SHUTDOWN” page39). Perform a test dispense. (Refer “TEST DISPENSERS” page 33). If the problem persists, contact Support Center.</p>
<p>Bill dispenser is not dispensing from a specific cassette</p>	<p>This situation may be due to a cassette not inserted properly or the cassette is defective.</p> <p>Access Maintenance Mode (Refer to “ACCESS MAINTENANCE MODE” page 31).</p> <p>Touch the Unlock Dispenser button. Remove all cassettes and reinsert them. In Maintenance Mode touch Lock Dispenser. Perform a test dispense. (Refer “TEST DISPENSERS” page 33). If the problem does not follow the cassette, please contact the Support Center.</p>

Situations	Troubleshooting Procedures
<p data-bbox="71 373 185 401">Situation:</p> <p data-bbox="71 474 542 512">Bill dispenser over dispensing</p>	<p data-bbox="659 373 1572 401">This situation may be due to cassettes with the wrong denominations inserted.</p> <p data-bbox="659 443 1572 506">Ensure that the bills in the cassettes are the right denomination and not mixed with another denomination e.g (5's and 10's in the same cassette)</p> <p data-bbox="659 541 1419 569">Perform a test dispense. (Refer "TEST DISPENSERS" page 33).</p> <p data-bbox="659 611 1292 638">If problem persists, please contact the Support Center.</p>

CAMERA : SITUATIONS

Situations	Troubleshooting Procedures
Situation: Camera not working	This situation might be due to the camera loosing power. Reboot the Customer Station (respective lane). (Refer to “REBOOTING A CUSTOMER STATION” page 36). If the problem persists, contact the Support Center
Situation: The camera is not displaying the image correctly or the image is blurred.	This situation might be due to the camera being misaligned or out of focus. <ol style="list-style-type: none">1. The camera lens is secured into place with a set screw. DO NOT attempt to focus the lens.2. Please contact the Support Center.

COIN ACCEPTOR : ERROR MESSAGES

Error Message / Situation	Troubleshooting Procedures
<p>Message at the Attendant Station lane window:</p> <p>Device::Offline {Coin Acceptor}</p> <p>Situation:</p> <p>Coin acceptor not registering coins</p>	<p>This message indicates that the Coin Acceptor is not being detected.</p> <ol style="list-style-type: none"> 1. Ensure that the ribbon cable is plugged into the socket on the side panel (Figure 9, page 46). 2. Follow the Coin Acceptor cable to locate the Money Flex unit. 3. Money Flex is written on the unit. (Figure 10, page 46). 4. Ensure that the cables connected to the Money Flex unit are securely connected. 5. Perform a test dispense. (Refer “TEST DISPENSERS” page 33). 6. If the problem persists, please contact Support Center.
<p>Message at the Attendant Station lane window:</p> <p>Coin_Acceptor::mechanical_error</p> <p>(Coin Jams)</p>	<p>This message indicates a mechanical failure typically due to a coin jam.</p> <p>Pull up, then out and down on the lockable brace that holds the Coin Acceptor in place (Figure 11, page 46).</p> <p>Pull the Coin Acceptor out of the bracket.</p> <ol style="list-style-type: none"> 1. Unplug the ribbon cable (Figure 9, page 46). <p>Open the Coin Acceptor door and check for coin jams or debris (Figure 9, page 46).</p> <p>Slide the Coin Acceptor back into the bracket.</p> <ol style="list-style-type: none"> 2. Lock the lockable brace (Figure 11, page 46). 3. Plug in the ribbon cable (Figure 9, page #46).

COIN DISPENSER : ERROR MESSAGES

Error Message	Troubleshooting Procedures
<p>Message at the Attendant Station lane window:</p> <p>Device::offline{coin dispenser}</p>	<p>This message indicates that the Coin Dispenser is not being detected.</p> <ol style="list-style-type: none"> 1. Lift the coin tray, if no buzzing is heard the power could be switched off. 2. Verify that the cables are securely connected to the bottom of the Coin Dispenser. 3. Locate the power switch on the side of the Coin Dispenser. 4. Ensure that the Coin Dispenser is turned on. There should be a green LED when power is switched on. 5. Perform a test dispense. (Refer “TEST DISPENSERS” page 33). 6. If the problem persists, please contact Support Center.
<p>Message at the Attendant Station lane window:</p> <p>Coin_Dispenser::mechanical_error</p>	<p>This message is generated as a result of a mechanical failure typically originated due to a coin jam.</p> <ol style="list-style-type: none"> 1. Switch the Coin Dispenser off. 2. Remove the coin tray. 3. Open the cover of the coin tray and verify if any coins are stuck together (Figure 13, page 47). 4. Remove any warped or bent coins. 5. Fill the tray with coins if any slots are low or empty. Do not overfill the tray. 6. Switch the Coin Dispenser on. 7. Perform a test dispense. (Refer “TEST DISPENSERS” page 33). 8. If the problem persists, please contact Support Center.
<p>Message at the Attendant Station lane window:</p> <p>Coin_Dispenser::low</p>	<p>This message indicates that all or some of the coin slots are running low in change.</p> <ol style="list-style-type: none"> 1. Switch the Coin Dispenser off. 2. Remove the coin tray. 3. Open the cover of the coin tray (Figure 13, page 47) and check for coins that are stuck together. 4. Remove any warped coins. 5. Fill the tray with coins if any slots are low or empty. 6. Place the coin tray back into place. 7. Turn on the Coin Dispenser. 8. Perform a test dispense. (Refer “TEST DISPENSERS” page 33). 9. If the problem persists, please contact Support Center.

COIN DISPENSER : SITUATIONS

Situation	Troubleshooting Procedures
<p>Situation:</p> <p>Coin Dispenser not dispensing certain denominations of coins</p>	<p>This message may indicate that one or more of denominations of coins in the tray may be low.</p> <ol style="list-style-type: none"> 1. Switch the Coin Dispenser off. 2. Remove the coin tray. 3. Open the cover of the coin tray (Figure 13, page 47) and verify if any coins are low or empty or there are any bent or warped coins. 4. Remove any warped coins. 5. Fill the tray with coins if any slots are low or empty. 6. If problem persists, please contact Support Center.
<p>Situation:</p> <p>Coin Dispenser not dispensing change due to customers</p>	<ol style="list-style-type: none"> 1. Coin Dispenser may be powered off. Refer to “DEVICE OFFLINE_COIN DISPENSER” page 17. 2. If the problem persists after performing a test dispense, turn the Coin Dispenser off. 3. Remove the coin tray. 4. Open the cover of the coin tray (Figure 13, page 47) and verify if any coins are low or empty or there are any bent or warped coins. 5. Remove any warped coins. 6. Fill the tray with coins if any slots are low or empty. 7. Place the coin tray back in place. 7. Perform a test dispense. (Refer “TEST DISPENSERS” page 33). 8. If problem persists, please contact Support Center.

HAND SCANNER : ERROR MESSAGES

Error Message / Situation	Troubleshooting Procedures
<p>Message at the Attendant Station lane window:</p> <p>Device::Offline{Hand Scanner}</p>	<p>This message indicates that the Hand Scanner is not being detected.</p> <ol style="list-style-type: none"> 1. Locate the DIGI Box inside the Attendant Station casing (Figure 15 page 47). 2. Locate socket #6 on the DIGI Box. (Figure 15 page 47). 3. Unplug the power cable (smaller cable) plugged into the black connector, which is connected to socket #6 on the DIGI Box. 4. Plug it back in (Figure 15 page 47). 5. If problem persists, please contact Support Center. <p>Note: The cordless Hand Scanner has a power adapter plugged into the power outlet directly.</p>
<p>Situation:</p> <p>The Hand Scanner is not reading bar codes</p>	<p>Ensure that the respective lane is in Entry Mode (green) before you scan the item(s).</p> <p>Cordless Hand Scanner</p> <ol style="list-style-type: none"> 1. Ensure that the battery in the Hand Scanner is charged. The charge light should be on (Figure 15 page 47). 2. Ensure that the charging base is plugged in (Figure 15 page 47). 3. Scan the bar code on the base to match the Hand Scanner to the base. 4. If the problem persists, please contact Support Center.

COMPUTER : ERROR MESSAGES

Error Message / Situation	Troubleshooting Procedures
<p>Situation:</p> <p>Screen is black</p> <p>No power to customer station PC</p>	<ol style="list-style-type: none">1. Ensure that the computer is plugged in and powered on, if not, switch the UPS on then switch the computer on (Turn off/on power switch and press power button). (Figures 16 & 17, page 48).2. If the problem persists, contact the Support Center.
<p>Situation:</p> <p>PC keeps rebooting randomly</p>	<p>The UPS may be spiking the voltage to the PC (voltage is too much or too little) causing the Computer to overload and reboot on its own, if this is the case, the UPS might need replacement. Please contact Support Center.</p>

PINPAD (EFT) : SITUATIONS

Error Message / Situation	Troubleshooting Procedures
<p>Situation: Message on Pinpad screen:</p> <p>EFT download required</p>	<p>This message indicates that the Pinpad needs to be downloaded.</p> <ol style="list-style-type: none"> 1. Sign off the appropriate lane at the Attendant Station. (Refer to “SIGN OFF PROCEDURE” page 35). 2. Stop Customer Station software. (Refer to ‘ACCESS CUSTOMER STATION LAUNCHPAD/STOP ROBOT” page 31). 3. Exit Launchpad. (Refer to “EXIT CUSTOMER STATION LAUNCHPAD: GO TO DESKTOP” page 32). 4. Stop the WinPos application. (Refer to “STOP WINPOS APPLICATION FROM DESKTOP” page 32). 5. Follow your store’s pinpad troubleshooting procedures to download (same procedures usually followed to resolve pinpad issues at regular terminals) 6. Start WinPos. (Refer “START WINPOS APPLICATION FROM DESKTOP” page 32). 7. Start the Customer Station software. (Refer to “RESTART CUSTOMER STATION FROM DESKTOP” page 32) 8. Sign on to the lane. (Refer to “SIGN ON PROCEDURE” page 34) 9. Touch the Lane button (door icon) to open the Customer Station to the public. 10. If problem persists, please contact Support Center.
<p>Situation:</p> <p>EFT transaction is hanging</p>	<p>This situation might involve network communication interruptions</p> <ol style="list-style-type: none"> 1. Verify if the Pinpads are working at the regular terminals. 2. If the Pinpads are NOT working at the regular terminals, follow your store’s EFT troubleshooting procedure. <p>If the EFT Pinpads are working at regular terminals but NOT at the U-Scan:</p> <ol style="list-style-type: none"> 1. Press Cancel on the Pinpad. 2. At the Customer Station, touch “Other form of payment” and then reselect payment at the Customer Station. 3. Ensure that the customer is following instructions on the Pinpad. 4. If problem persists, please contact Support Center.

<p>Situation:</p> <p>Lane closed after a download procedure was applied</p>	<ol style="list-style-type: none"> 1. Sign off the appropriate lane at the Attendant Station. (Refer to “SIGN OFF PROCEDURE” page 35). 2. Sign on to the lane. (Refer to “SIGN ON PROCEDURE” page 34) 3. Touch the Lane button (door icon) to open the Customer Station to the public. 4. If problem persists, please contact Support Center.
<p>Situation:</p> <p>The Pinpad is beeping</p>	<ol style="list-style-type: none"> 1. Verify that no keys (buttons on pinpad) are jammed. 2. Loosen any keys (buttons on pinpad) that are jammed. 3. If problem persists, please follow your store’s EFT troubleshooting procedures.

ATTENDANT STATION PRINTER : ERROR MESSAGES

Error Message	Troubleshooting Procedures
<p>Message at the Attendant Station lane window:</p> <p>Printer::mechanical_error</p>	<p>This message indicates a mechanical failure.</p> <ol style="list-style-type: none"> 1. Ensure that there is no paper jam. (Figure 19, page 49) 2. Unplug the printer, count to 10 and re-plug the printer. 3. If the problem persists, please contact Support Center.
<p>Message at the Attendant Station lane window:</p> <p>Device::Offline {Printer}</p>	<p>These messages indicate that the Printer is not being detected.</p> <ol style="list-style-type: none"> 1. On the Printer, press the paper feed button. If the paper feed led does not come on, verify cables again. 2. On the Attendant Station screen, touch PRINTER OK. 3. If the problem persists, please contact Support Center.
<p>Message at the Attendant Station lane window:</p> <p>Printer::Cover_open</p>	<p>This message is generated when the Printer is open.</p> <ol style="list-style-type: none"> 1. Ensure that the Printer front cover and top cover is properly closed.
<p>Message at the Attendant Station lane window:</p> <p>Printer::out_of_paper</p>	<p>This message is generated when the Printer is out of paper.</p> <ol style="list-style-type: none"> 1. Check the PAPER STATUS light. If it is on, make sure that the paper in the Printer is properly inserted. 2. Ensure that the Printer has enough paper, and that the smooth side of the paper is facing down. <p>NOTE: The Printer uses thermal paper only.</p>

ATTENDANT STATION PRINTER : SITUATIONS

Situation	Troubleshooting Procedures
Situation: The Printer is printing random text	<ol style="list-style-type: none"> 1. Press the PAPER FEED button on the Printer.
Situation: The Printer is not reading check information (micr)	<ol style="list-style-type: none"> 1. Open the Printer cover. 2. Slide the ribbon cartridge to the right end of the Printer. (Figure 19, page 49). 3. Close the Printer cover. 4. Touch CANCEL MICR on the Attendant Interface toolbar. 5. Process the check payment again. 6. Ensure that the check is facing down with the check account number to the right when you insert it into the Printer. <p>NOTE: Printer OK becomes CANCEL MICR. <u>Do not touch it!</u></p> <ol style="list-style-type: none"> 7. If the problem persists, please call Support Centre.
Situation: The printer is not printing The printer is not printing (flashing red light) Debit slips will not print	<p>Is there an error message at the Attendant Interface? If so, follow the respective troubleshooting procedures associated to each message in this guide.</p> <p>If no error message:</p> <ol style="list-style-type: none"> 1. Ensure the correct type of paper is being used. (Thermal paper). 2. Normally the flashing of the light indicates the paper is not inserted correctly or is low on paper. Start the new roll by pulling out 1 - 2 inches of paper and closing the cover. The light should change to solid green. 3. Press ' PRINTER OK ' to see if the unit starts printing up stored receipts. 4. If the problem persists, unplug printer power for 30 seconds, and press PRINTER OK when it is back on again. The till should open, and receipts should print up. 5. If the problem persists, please contact the Support Centre.
Situation: Error reading document	<ol style="list-style-type: none"> 1. Refer to “THE PRINTER IS NOT READING CHECK INFORMATION (MICR)” page 24).

CUSTOMER STATION PRINTER : ERROR MESSAGES / SITUATIONS

Error Message / Situation	Troubleshooting Procedures
<p>Message at the Attendant Station lane window:</p> <p>Device ::Offline {Printer}</p>	<p>These messages indicate that the Printer is not being detected.</p> <ol style="list-style-type: none"> 1. Ensure that the Printer cables are securely connected. 2. Ensure the printer is powered on. 3. Ensure that there are no paper jams. 4. If the problem persists, please contact the Support Centre.
<p>Situation:</p> <p>The printer is not printing customer receipts</p>	<p>Was the order finalized (paid) at the Attendant Station? If “YES” the customer receipt will print at the Attendant Station printer and NOT at the Customer Station Printer.</p> <p>If the order was paid at the Customer Station and no receipt was generated:</p> <ol style="list-style-type: none"> 1. Ensure the correct type of paper is being used. (Thermal paper). 2. Verify that the paper was loaded correctly. 3. If the problem persists, please contact the Support Center.

SCANNER SCALE : ERROR MESSAGES / SITUATIONS

Error Message / Situation	Troubleshooting Procedures
<p>Message at the Attendant Station lane window:</p> <p>Device::offline {Scanner-Scale}</p>	<p>This message indicates that the Scanner Scale is not being detected.</p> <ol style="list-style-type: none"> 1. If the Scanner Scale is still not working, reset it by pressing the zero button on the side of the Scanner Scale. (Figure 20, page 49) 2. If the problem persists, cycling power might resolve the situation. <ol style="list-style-type: none"> i. Shut down the Customer Station. (Refer “SHUTTING DOWN A CUSTOMER STATION” page 37). ii. Restarting a Customer Station. (Refer to ‘RESTART A CUSTOMER STATION AFTER SHUTDOWN’ page 39). 3. If problem persists, please contact Support Center
<p>Message at the Attendant Station lane window:</p> <p>Scale::no_rezero_done</p> <p>Scale::wgt_unavail</p> <p>Scanner scale is not scanning or the scale is underweight</p>	<p>This message indicates that the Scale is offset.</p> <ol style="list-style-type: none"> 1. Ensure that there are no objects resting on top of the scanner scale. 2. Ensure that the cover plate is properly seated. 3. Press the “ZERO” button to zero the scanner scale. 4. If the problem persists, cycling power might resolve the situation. <ol style="list-style-type: none"> i. Shut down the Customer Station. (Refer “SHUTTING DOWN A CUSTOMER STATION” page 37). ii. Restarting a Customer Station. (Refer to ‘RESTART A CUSTOMER STATION AFTER SHUTDOWN’ page 39). 5. If the problem persists, please contact Support Center.
<p>Situation:</p> <p>The Scanner Scale is not reading bar codes easily</p>	<p>This message can indicate that the Scanner Scale needs to be cleaned.</p> <ol style="list-style-type: none"> a. Prepare a solution of one part glass cleaner and one part water. b. Spray the glass cleaner and water solution on a lint-free cleaning pad or cloth, and then wipe the device. Do not spray the cleaning solution directly on any surface. c. If necessary, remove the top of the Scanner Scale to clean the underside of the glass.

Error Message / Situation	Troubleshooting Procedures
Situation: Attendant Station touch screen does not respond to touch	<ol style="list-style-type: none"> a. Look underneath or on the back of the Attendant Touch Screen monitor to make sure that the cables are securely connected (Figure 21,page Error! Bookmark not defined.). b. If the problem persists, please call Support Center.
Customer Station touch screen does not respond to touch	<p>If the Touch Screen is dirty it will not be sensitive to touch. Ensure that you keep it clean.</p> <ol style="list-style-type: none"> a. Prepare a solution of one part glass cleaner and one part water. b. Spray the solution on a lint-free cleaning pad or cloth, then wipe the device. Do not spray the cleaning solution directly on any surface. c. At the Attendant Station Interface, touch the LANE OVERRIDE button (Button showing an exclamation mark on the top of the screen). d. If problem persists,
Situation: Image problems No power to Monitor	<p>Attendant Station:</p> <p>15" LCD</p> <ol style="list-style-type: none"> 1. Verify that all cables are connected in the back of the monitor. (Figure 21,page Error! Bookmark not defined.). 2. If problem persists, please contact the Support Center. <p>Customer Station Monitor</p> <p>Kristel 15" LCD</p> <ol style="list-style-type: none"> 2. Reboot the customer station. (Refer to “REBOOTING A CUSTOMER STATION” page 36). 3. If problem persists, please contact Support Center.

CUSTOMER / ATTENDANT STATION TOUCH SCREENS

CASH DRAWER / TILL

Error Message / Situation	Troubleshooting Procedures
<p>Situation:</p> <p>The till does not open</p>	<ol style="list-style-type: none">1. Ensure the cash drawer is physically <u>unlocked</u> (Use Till Key (brass key) to unlock it if physically locked).2. Verify the till is not jammed. If you can see any obstructions, try to clear them.3. Ensure the Printer is on, the printer and till are connected.4. If problem still persists, contact the Support Center

UPS (BATTERY BACK UP)

Error Message / Situation	Troubleshooting Procedures
<p>Situation:</p> <p>Does not power up</p> <p>Attendant Station shut down unexpectedly</p>	<p>Customer Station :</p> <ol style="list-style-type: none">1. Press and hold the power button (Figure 17, page 48). Wait 3 –5 seconds and verify if there is a light on the bill acceptor.2. If problem persists, please contact the Support Center. <p>Attendant Station:</p> <ol style="list-style-type: none">1. Press and hold the power button (Figure 17, page 48). Wait 3 –5 seconds and verify if the light on the hand scanner is on.2. If problem persists, please contact the Support Center.

CUSTOMER STATION PROCEDURES

Procedure	Frequency	Steps
<p>Access Maintenance Mode</p>	<p>As needed</p>	<p>At the Attendant Station:</p> <ol style="list-style-type: none"> 1. Touch the Lane Button (door icon) to close the Customer Station to the public. 2. Touch Manager, then enter the manager password. 3. From the Manager menu, touch Functions. 4. In the Functions window, touch the Toolbox icon for the appropriate lane(s). 5. Touch Done to exit the Functions window. <p>Maintenance Mode appears at the Customer Station</p>
<p>Exit Maintenance Mode</p>	<p>As needed</p>	<ol style="list-style-type: none"> 1. Touch Exit Maintenance on the Customer Station Maintenance Mode screen.
<p>Access Customer Station Launchpad/ Stop Robot</p>	<p>As instructed by Support Center</p>	<p>At the Attendant Station:</p> <ol style="list-style-type: none"> 1. Touch the Lane Button (door icon) to close the Customer Station to the public. 2. Touch Manager, then enter the manager password. 3. From the Manager menu, touch Functions. 4. In the Functions window, touch the Toolbox icon for the appropriate lane(s). 5. Touch Done to exit the Functions window. <p>At the Customer Station:</p> <ol style="list-style-type: none"> 1. On the Maintenance Mode screen, touch Stop Robot. 2. Touch Yes to confirm that you want to stop the Customer Station software. The Launchpad appears.

Procedure	Frequency	Steps
Exit Customer Station Launchpad: Go to Desktop	As needed	<ol style="list-style-type: none"> 1. On the Customer Station Launchpad, touch Exit Launchpad. 2. Touch Yes to confirm that you want to exit the Launchpad <p>The desktop screen appears.</p>
Exit Customer Station Launchpad /Start Robot	As instructed by Support Center	<ol style="list-style-type: none"> 1. On the Customer Station Launchpad, touch Start Robot.
Restart Customer Station from the desktop	As needed	<ol style="list-style-type: none"> 1. Touch the Start Button on the Windows taskbar at the bottom of the screen 2. Touch Programs. 3. Touch Start Up. 4. Touch Launchpad. <p>The Checkout Closed screen appears.</p> <p>NOTE: If the gray Robot Control screen is displayed on top of the Checkout Closed screen, refer to ROBOT CONTROL WINDOW DISPLAYED OVER CHECK OUT CLOSED SCREEN", page 43)</p>
Stop WinPos application from the desktop	As needed	<p>On the customer station keyboard</p> <ol style="list-style-type: none"> 1. Press Ctrl+Alt+Del 2. Go to Task Manager 3. Click on Processes 4. Click on Posw32.exe 5. Click on End Task
Restart the WinPos application from the desktop	As needed	<ol style="list-style-type: none"> 1. Touch the Start Button on the Windows taskbar at the bottom of the screen. 2. Touch Programs 3. Touch Start Up 4. Touch WinPos Startup 5. WinPos starts, ready to sign on

<p>Set Bill Quantity</p>	<p>After loading Bill Dispenser</p>	<ol style="list-style-type: none"> 1. Access Maintenance Mode. Refer to page “ACCESS MAINTENANCE MODE” page 31. 2. On the Maintenance Mode screen, touch Set Quantity of Bills (Figure 23, page 50). 3. Select the denomination you are setting up by touching the respective button. 4. Touch Clear on the number pad 5. Touch Set for the first cassette denomination. 6. Enter the quantity of bills (number of bills) you loaded in the first cassette. 7. Touch Set again to confirm. 8. Repeat step 2 to step 6 for the remaining cassettes. 9. Exit Maintenance Mode. (Refer to “EXIT MAINTENANCE MODE”, page 31). 10. Perform a test dispense. (Refer to “TEST DISPENSERS”, page 33)
<p>Test Dispensers</p>	<p>After loading the Bill Dispenser and Coin Dispenser. After troubleshooting the Bill Acceptor, Bill Dispenser, Coin Acceptor, or Coin Dispenser.</p>	<ol style="list-style-type: none"> 1. Access Maintenance Mode. Refer to page “ACCESS MAINTENANCE MODE” page 31. 2. Go to the Customer Station. 3. In Maintenance Mode touch Test Dispensers. 4. Enter the password (password you are signed on with OR if not signed on, enter 1379). 5. Touch Done. <p>Depending on the denominations the cassettes are loaded with the amounts to be dispensed are: 3 Cassettes : \$1, \$5 and \$10 \$28.41 3 Cassettes : \$1, \$5 and \$20 \$33.41</p> <ol style="list-style-type: none"> 6. Insert money dispensed into the cash acceptors.

ATTENDANT STATION PROCEDURES

Procedure	Frequency	Steps
<p>Access the Attendant Station Launchpad</p> <p>{Figure 24, page 52}</p>	<p>As instructed by Support Center</p>	<ol style="list-style-type: none"> 1. On the Attendant Station Interface, touch the Lane Button (door icon) to close the Customer Station(s) to the public. 2. If you are signed on, sign off the lane(s). 3. Touch Manager, then enter the manager password. 4. From the Manager menu, touch Exit C:\>. Touch Yes to confirm that you want to exit the Attendant Station software. The Launchpad appears. <p>NOTE: Accessing the Attendant Launchpad will close all customer stations automatically.</p>
<p>Returning to the Attendant Station software from Launchpad</p>	<p>As needed</p>	<ol style="list-style-type: none"> 1. On the Launchpad touch Start Cashier.
<p>Restart the Attendant Station from the desktop</p>	<p>As needed</p>	<ol style="list-style-type: none"> 1. Touch the Start button on the taskbar at the bottom of the screen. 2. Touch Programs. 3. Touch Start Up. 4. Touch Launchpad. The Attendant Station Main Screen appears.
<p>Sign-ON Procedure</p>	<p>U-Scan Opening Time</p>	<ol style="list-style-type: none"> 1. Select the first lane quadrant by touching the centre of the lane. 2. Access Entry Mode (green) by touching the Lane Banner. 3. Touch Sign-on button. 4. Touch Enter button. 5. Touch “Press here to go back to U-Scan” bar to return to Attendant Interface. 6. Select the second lane. 7. Repeat steps 2 - 5 for the remaining lanes.

Sign-OFF Procedure	U-Scan closing time	<ol style="list-style-type: none">1. Select the first lane quadrant by touching the centre of the lane.2. Access Entry Mode (green) by touching the Lane Banner.3. Touch Secure Terminal button4. Touch Sign-Off button5. Touch “Press here to go back to U-Scan” bar to return to Attendant Interface.6. Repeat steps 2 - 5 to sign off the remaining lanes.
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REBOOTING PROCEDURES

Procedure	Frequency	Steps
<p>Rebooting a Customer Station</p>	<p>Weekly or as instructed by support center</p>	<ol style="list-style-type: none"> 1. If you are signed on, sign off the lane(s). (Refer to SIGN-OFF PROCEDURE”, page 35). 2. Access “Maintenance Mode”. (Refer to “ACCESS MAINTENANCE MODE”, page 31). 3. On the Maintenance Mode screen, touch Reboot Station. {Figure 23, page 50} The Customer Station reboots. The Checkout Closed screen displays 4. Sign on the lane(s). (Refer to “SIGN-ONPROCEDURE”, page 34). 5. Open the lane(s) to the public. (Touch the Lane Button (door icon) on the Attendant Interface toolbar) <p>NOTE: If the gray Robot Control window displays top of the Checkout Closed screen, refer to “ROBOT CONTROL WINDOW OVER CHECKOUT CLOSED SCREEN”, page 43).</p>
<p>Rebooting the Attendant Station</p>	<p>As needed or as instructed by support center</p>	<ol style="list-style-type: none"> 1. Touch the Lane Button (door icon) on the Attendant Interface toolbar) to close the Customer Station(s) to the public. 2. If you are signed on, sign off the lane(s). (Refer to SIGN-OFF PROCEDURE”, page 35). 3. Touch Manager, then enter the manager password. 4. From the Manager menu, touch Exit C:\>. Touch Yes to confirm that you want to exit the Attendant Station software. The Launchpad appears {Figure 24, page 52). 5. From the Launchpad, touch Reboot NT <p>NOTE: Rebooting the Attendant Station will close all customer stations automatically.</p>

SHUTDOWN PROCEDURES

Procedure	Frequency	Steps
<p>Shutting down a Customer Station</p>	<p>Only as instructed by the Support Center</p> <p>OR</p> <p>In the case of a power failure.</p>	<ol style="list-style-type: none"> 1. Touch the Lane Button (door icon) on the Attendant Interface toolbar) to close the Customer Station(s) to the public. 2. If you are signed on, sign off the lane(s). (Refer to SIGN-OFF PROCEDURE”, page 35). 3. Access Maintenance Mode. (Refer to “ACCESS MAINTENANCE MODE”, page 31) 4. On the Customer Station Launchpad, {Figure 23, page 50} touch Exit Launchpad. 5. Touch Yes to confirm that you want to exit the Launchpad.The desktop screen appears. 6. If the ERROR OCCURRED event dialog box appears just touch NO to close dialog box. The windows desktop displays. 7. Touch Start on the windows task bar. (Bottom of the screen). 8. Touch Shutdown. 9. From the drop down list select Shutdown. 10. Touch OK to confirm the shutdown. 11. Locate the UPS and power it off. {Figure 17, page 48}.

<p>Shutting Down the Attendant Station</p>	<p>Only as instructed by the Support Center</p> <p>OR</p> <p>In the case of a power failure</p>	<ol style="list-style-type: none"> 1. Touch the Lane Button (door icon) on the Attendant Interface toolbar) to close the Customer Station(s) to the public. 2. If you are signed on, sign off the lane(s). (Refer to SIGN-OFF PROCEDURE”, page 35). 3. Touch Manager, then enter the manager password. 4. From the Manager menu, touch Exit C:\>. Touch Yes to confirm that you want to exit the Attendant Station software. The Launchpad appears {Figure 24, page 52}. 5. On the Launchpad touch Exit Launchpad. 6. Touch YES to confirm that you want to exit Launchpad. 7. If the ERROR OCCURRED event dialog box appears just touch NO to close dialog box. The windows desktop displays. 8. Touch Start on the windows task bar. (Bottom of the screen). 9. Touch Shutdown. 10. From the drop down list select Shutdown. 11. Touch OK to confirm the shutdown. 12. Locate the UPS and power it off. {Figure 17, page 48}.
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RESTART AFTER SHUTDOWN PROCEDURES

Situations	Frequency	Steps
Restart a Customer Station after Shut down procedure	In the event a Customer Station has been shut down	<ol style="list-style-type: none"> 1. Locate the UPS at the Customer Station and power it on. {Figure 17, page 48} 2. Power on the Computer {Figure 16, page 48} at each Customer Station. The software will start, and the Checkout Closed screen will display.
Restart the Attendant Station after a Shut down	In the event a Customer Station has been shut down.	<ol style="list-style-type: none"> 1. Locate the UPS at the Customer Station and power it on. {Figure 17, page 48} 2. Power on the Computer {Figure 16, page 48} at each Customer Station. The software will start, and the Checkout Closed screen will display.

ROUTINE PROCEDURES

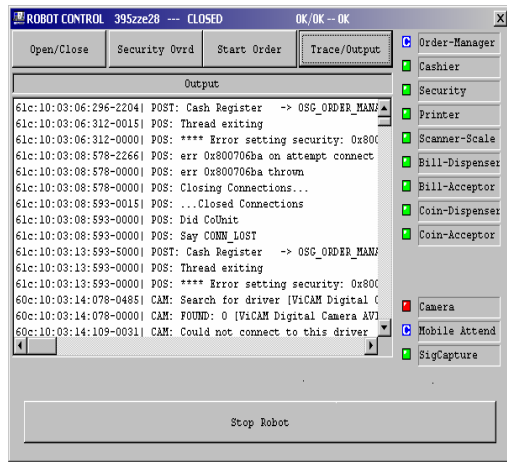
<p style="text-align: center;">Daily Procedure (Opening / Closing Time)</p>	<p style="text-align: center;">Weekly Daily Procedure (Once a week as preventative maintenance measure)</p>	<p style="text-align: center;">As Needed Procedure (Opening / Closing Time)</p>
<p>Opening Time:</p> <ol style="list-style-type: none"> 1. Sign on. 2. Access Maintenance Mode 3. Load the Bill and Coin Dispensers. 4. Set the Bill Quantity 5. Test the Dispensers 6. Clean the Scanner Scale 7. Clean the Bag Scale 8. Clean the Touch Screens 9. Add paper to the printers 10. Add bags to the bag racks 11. Clean the units as needed. <p>Closing Time:</p> <ol style="list-style-type: none"> 1. Sign off and remove the till. 2. Print reports applicable. 3. Access Maintenance Mode 4. Unload the Bill and Coin Dispensers 5. Collect the money from the Bill and Coin Acceptors. 6. Collect any coupons from the coupons box (if applicable) 7. Collect the keys. 	<ol style="list-style-type: none"> 1. Clean under the Scanner Scale glass cover. 2. Reboot the Customer Stations. 3. Reboot the Attendant Stations. 	<ol style="list-style-type: none"> 1. Clean the Bill Acceptor sensors.

SOFTWARE ISSUES

Situation	Procedures
<p>Unable to SIGN-ON</p>	<p>Make sure no "Order is in Progress" prior to these troubleshooting steps. If an order is in progress, you the lane is already signed on.</p> <p>IF there are "squiggly lines" or the message "Connection Lost" is displayed in the 2x20 (black box) this indicates that the Customer Station has lost connection with WinPos.</p> <ol style="list-style-type: none">1. Access Customer Station Launchpad. (Refer to "ACCESS CUSTOMER STATION LAUNCHPAD/STOP ROBOT ", page 31).2. Start WinPos. (Refer to "START WINPOS APPLICATION FROM DESKTOP", page 32)3. Re-start Customer Station software. (Refer to "RESTART CUSTOMER STATION FROM DESKTOP", page 32).4. Sign on. (Refer to "SIGN-ON PROCEDURE", page 34).5. If problem persists, please contact Support Center.

<p>“Station Locked” window in displays on the Attendant Station Interface</p>	<ol style="list-style-type: none"> 1. Enter password “01” and touch ENTER to unlock it.
<p>Windows Task Bar Always Visible</p>	<ol style="list-style-type: none"> 1. Take the mouse from inside the U-Scan casing. 2. Right click on the task bar. 3. Select properties. 4. Remove the checkmark next to "Always on Top".
<p>No Response to Touch Here To Start Customer Station Frozen</p>	<ol style="list-style-type: none"> 1. The touchscreen might need cleaning. (Refer to “CUSTOMER STATION SCREEN DOES NOT RESPOND TO TOUCH”, page 27). 2. If problem persists, reboot the customer station. (Refer to page “REBOOTING A CUSTOMER STATION”, page 36) 3. If you are un-able to follow the rebooting procedures due to the customer station not responding, locate the PC keyboard and mouse {Figure 16, page 48} inside of the customer station casing. 4. On the PC keyboard hold down (simultaneously) the [Ctrl] [Alt] [Delete] keys. 5. Click on Shut Down on the Windows security box. 6. Click on Shut Down and Restart. 7. If the problem persists contact the Support Center
<p>System Down After Power Failure</p>	<ol style="list-style-type: none"> 1. Bring system back up. (Refer to “RESTART A CUSTOMER STATION AFTER SHUT DOWN”, page 39 and “RESTART ATTENDANT STATION AFTER SHUT DOWN”, page 39). 2. If the problem persists, please contact the Support Center.

Robot Control Window displayed over “CHECKOUT CLOSED” screen



Note: If all devices are online then NO red light should be displayed. The gray Robot Control window will not be displayed on top of the Checkout Closed screen unless the system detected that one or more devices are offline.

1. Take a note of which device has a red icon.
2. Depending on the device showing a red light, refer to the respective section of this troubleshooting job aid to resolve it.
3. If problem persists, please contact Support Center.

Maintenance Mode Password Issue



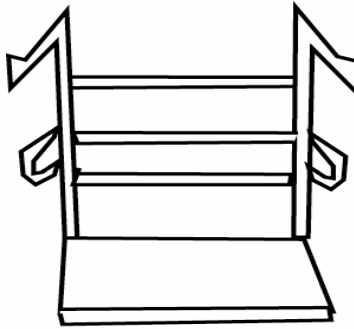
1. If not signed on use the password 1379. If signed-on use the operator password used to sign-on.
2. If problem persists, please contact Support Center

Unable To Open Lane To Public

1. Verify if the lane is signed on.
2. If they are already signed on, sign off and try signing on once again. Refer to “SIGN-OFF PROCEDURE” page 35 and “SIGN-ON PROCEDURE, page 34).
3. If problem persists, reboot the customer station. (Refer to “REBOOTING A CUSTOMER STATION”, page 36).
4. If problem persists, please contact Support Center.

GRAPHICS

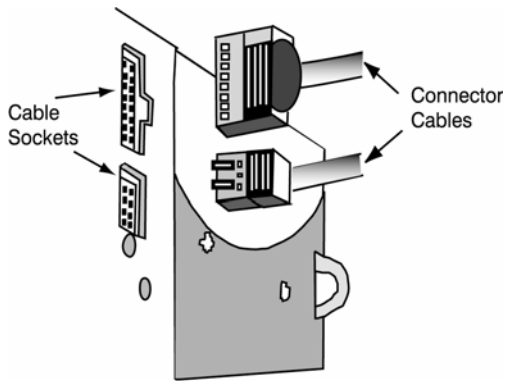
Bag Scale



Bag Rack
{Figure 1}

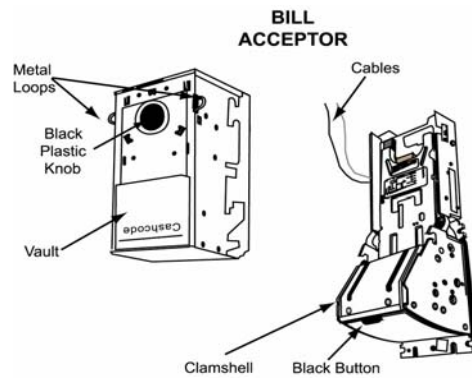
Bill Acceptor

{Figure 2}

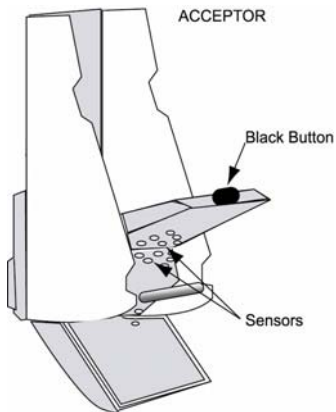


{Figure 4}

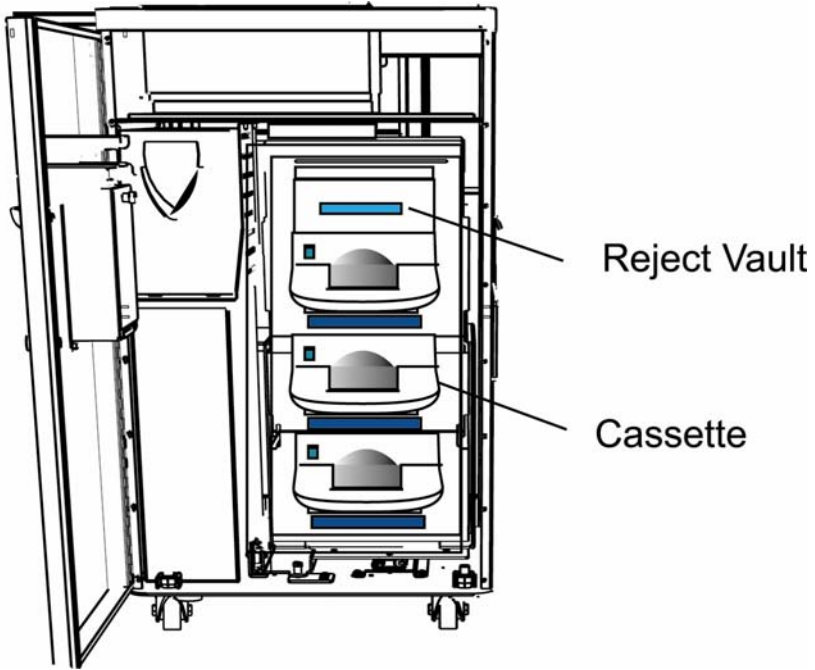
{Figure 3}



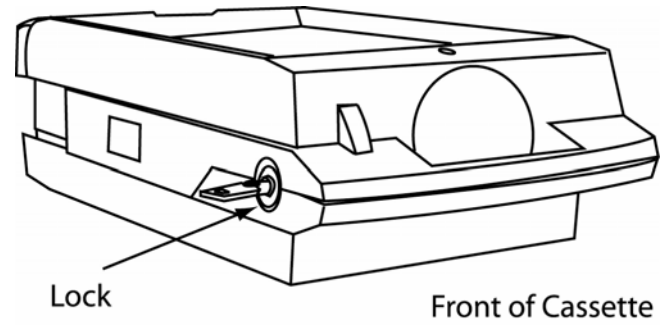
{Figure 5}



Bill Dispenser



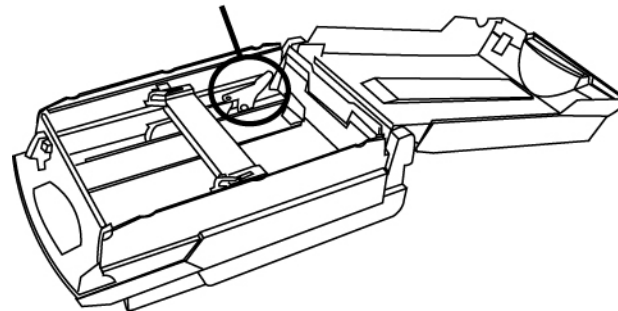
{ Figure 6 }



{ Figure 7 }

(Low level indicator/delarue)

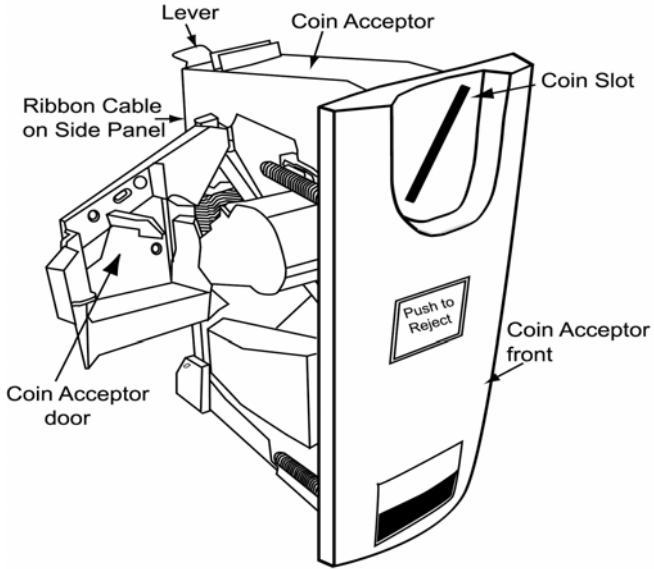
Low Level Indicator



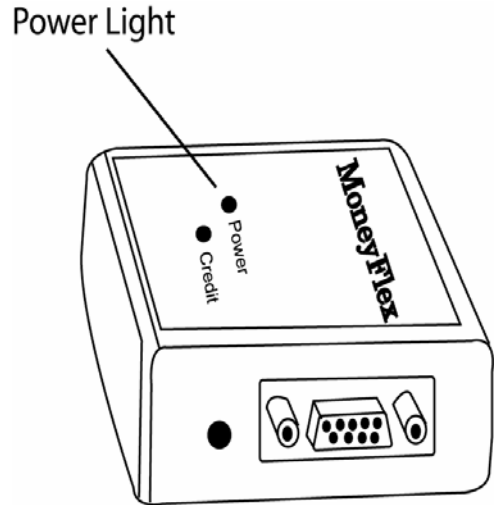
{ Figure 8 }

Coin Acceptor

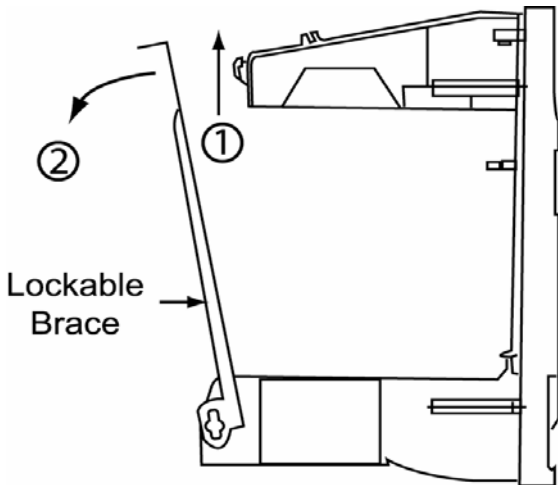
{Figure 9}



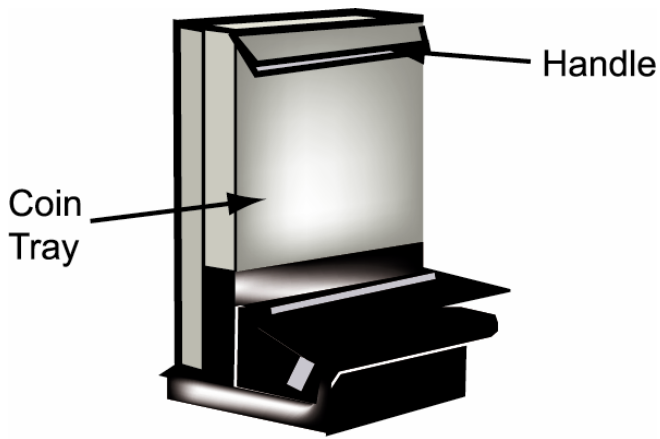
{Figure 10}



{Figure 11}

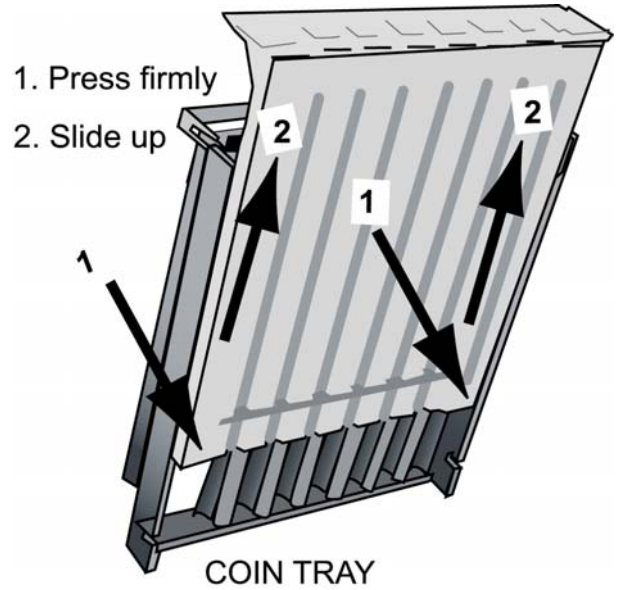


Coin Dispenser



TELEQUIP
Coin Dispenser

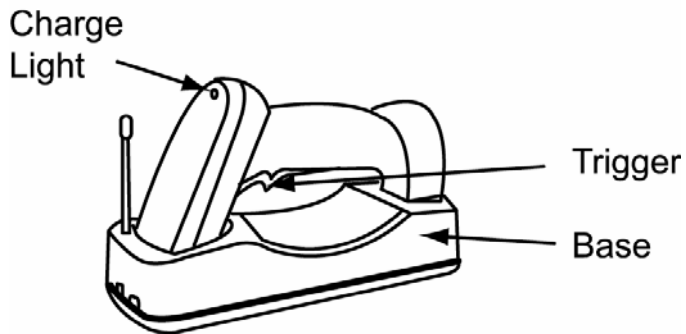
{ Figure 12 }



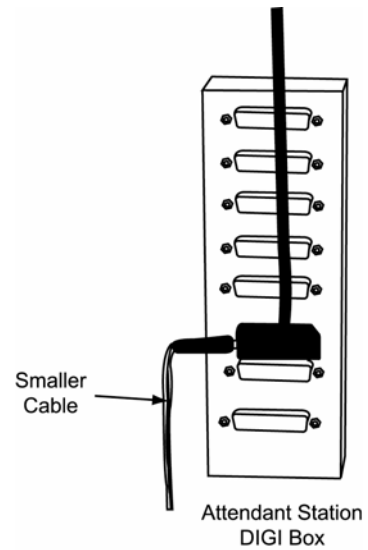
COIN TRAY

{ Figure 13 }

Hand Scanner



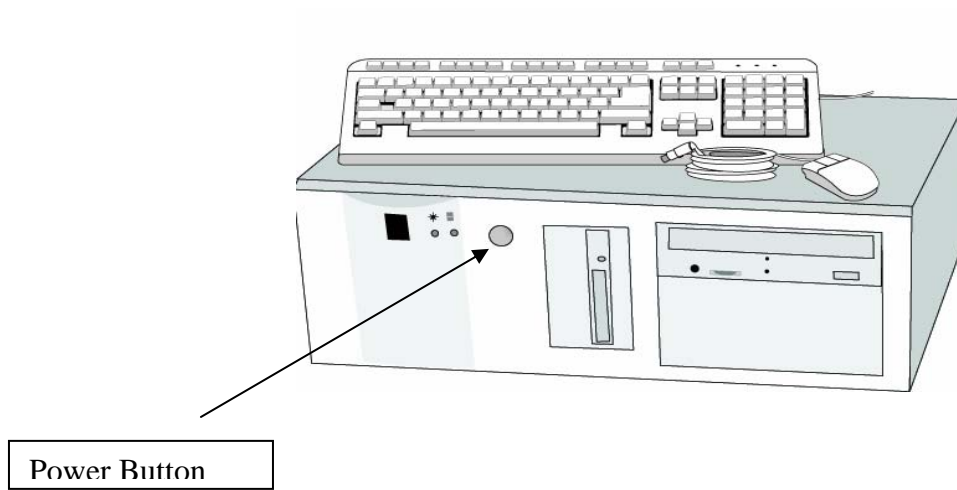
{ Figure 14 }



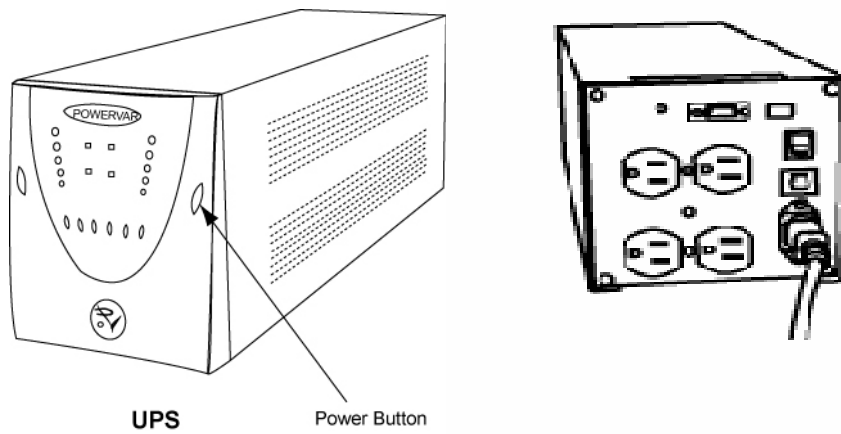
{ Figure 15 }

Computer

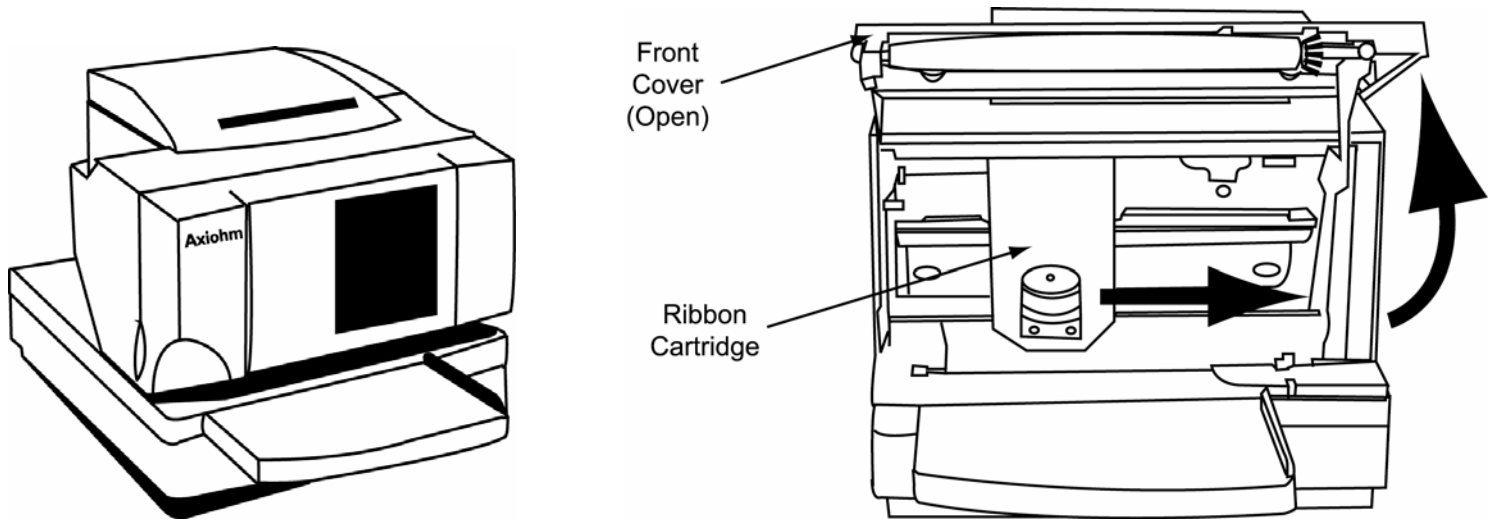
{Figure 16 : PC, PC keyboard and mouse}



{Figure 17 : UPS}

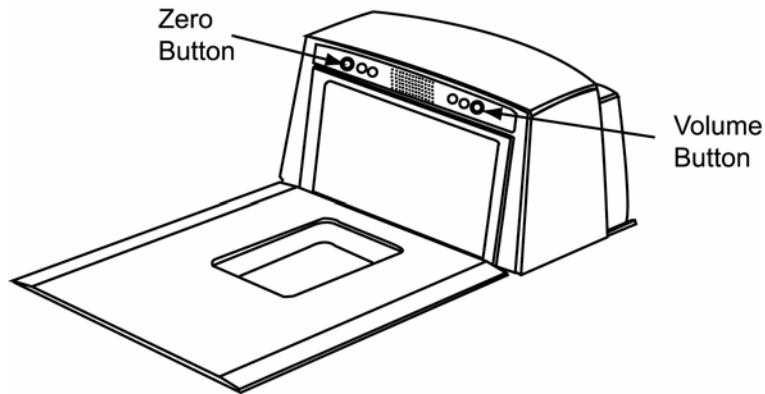


Attendant Station Printer



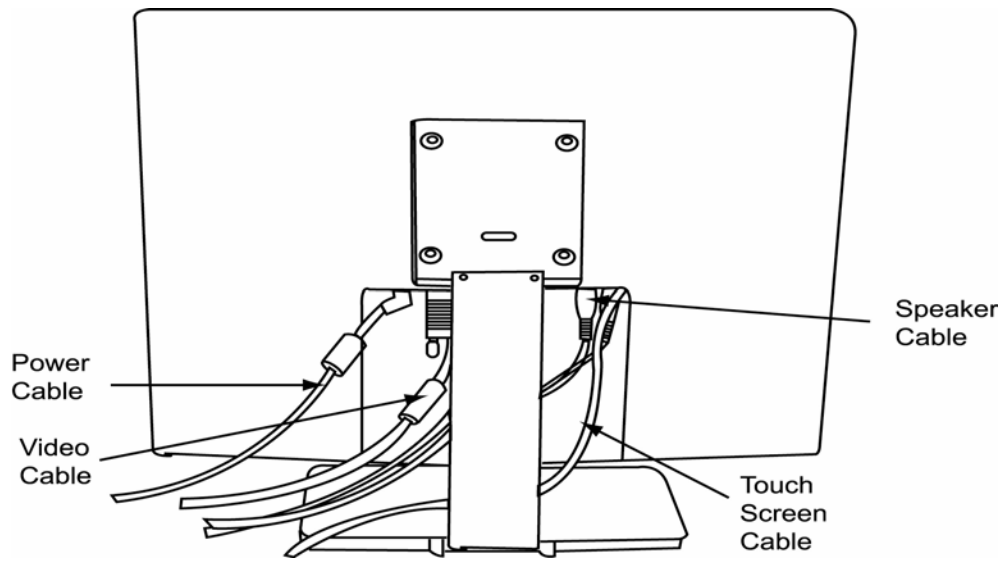
{ Figure 19 }

Scanner Scale



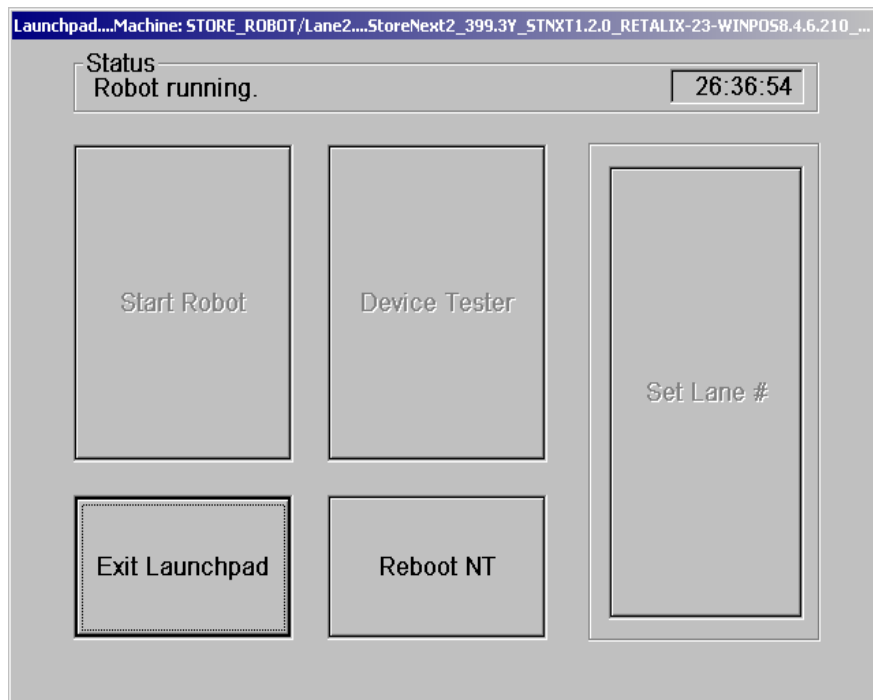
{ Figure 20 }

Attendant Station Monitor



{Figure 21}

Customer Station Launchpad



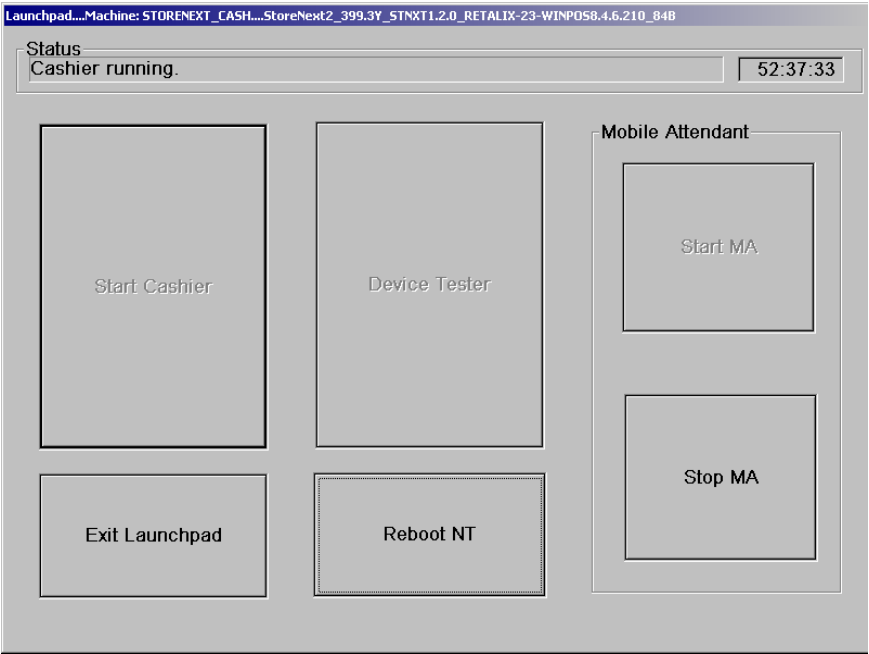
{Figure 22}

Maintenance Mode Screen

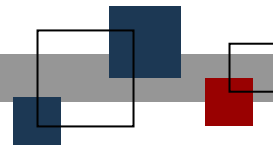


{Figure 23}

Attendant Station Launchpad



{Figure 24}



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