

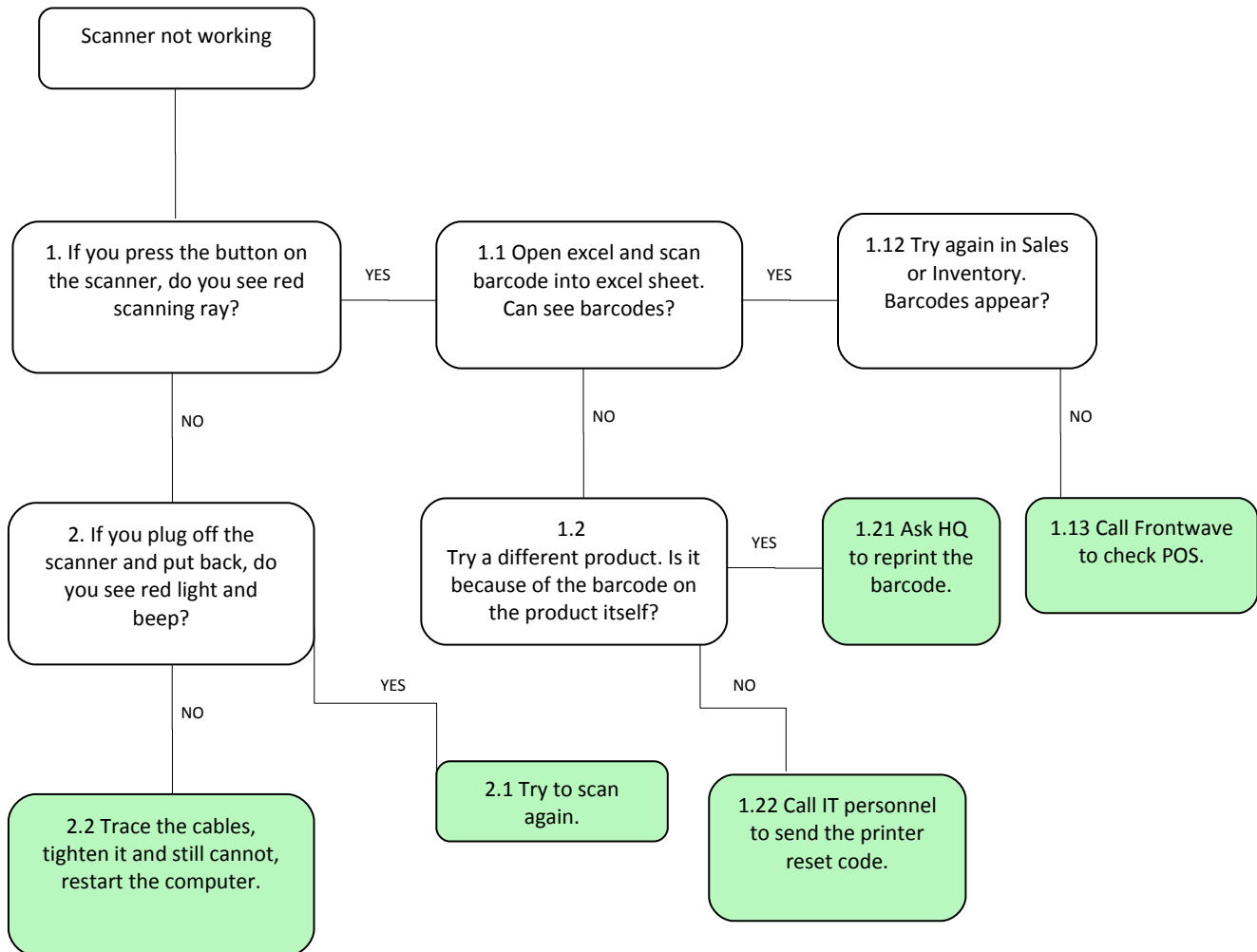


User Guide

Bar-code Scanner Solution

Spectacle Hut

Flow Chart



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Solution for problems of Bar-code Scanner

This section would teach you how to solve the problems that you encounter on the bar-code scanner.

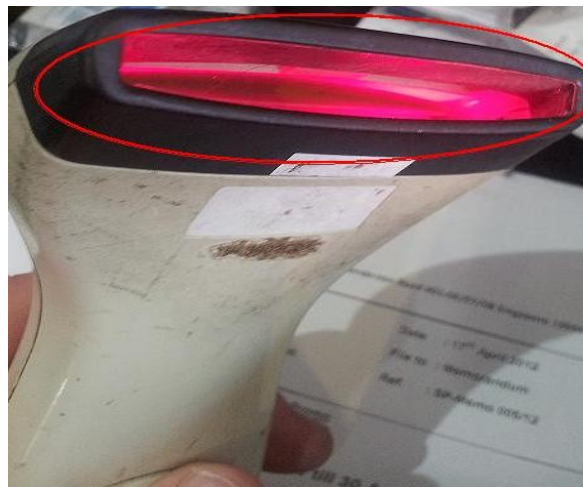
When Bar-code Scanner is not working:

1. Press button on the scanner, check if there is a red scanning ray.

Press button on bar-code scanner



Red scanning ray on the bar-code scanner

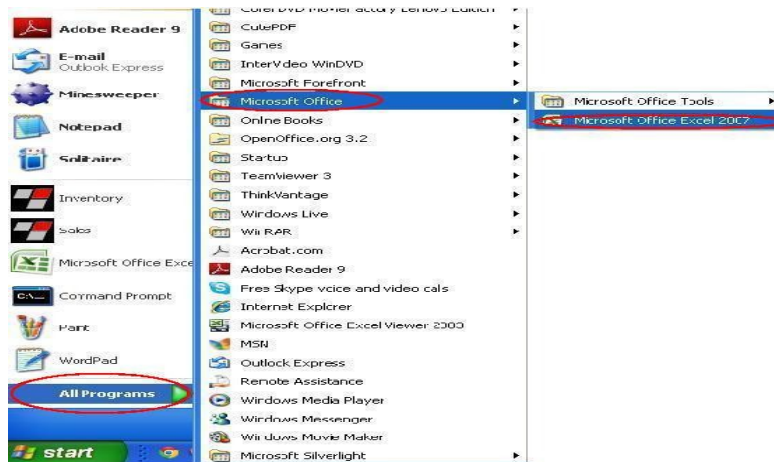


1.1. If there is a red scanning ray on the bar-code scanner, open excel and scan a bar-code of a product into the excel sheet

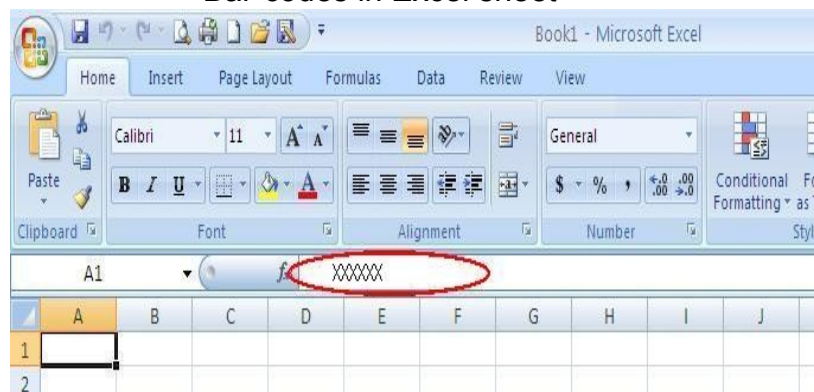
Click the start button



Click “All programs”, “Microsoft Office” and finally “Microsoft Office Excel 2007”



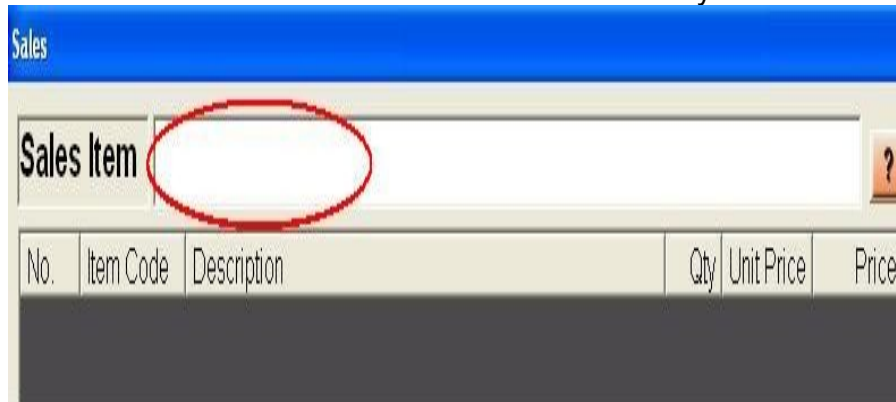
Bar-codes in Excel sheet



1.12 If there is bar-codes scanned into the excel sheet, try scanning it again in sales or inventory.]

1.13 If the bar-codes did not appear on the Sales or Inventory, please call Frontwave to check POS.

No bar-codes on Sales or Inventory



The screenshot shows a software interface for a point-of-sale system. At the top, there is a blue header bar with the word 'Sales' in white. Below this, there is a section labeled 'Sales Item' followed by a large, empty white rectangular input field. A red circle is drawn around this input field. To the right of the input field is a small orange square button with a white question mark. Below the input field is a table with the following headers: 'No.', 'Item Code', 'Description', 'Qty', 'Unit Price', and 'Price'. The table body is currently empty.

1.2 If the bar-codes did not appear on the excel sheet, try to scan the bar-code of a different product.

1.21 If the bar-codes appear on the excel sheet, please contact HQ to request for a reprint of the bar-code.

1.22 If the bar-codes are still not appearing on the excel sheet, please call IT personnel to send the printer reset code.

2. If there are no red scanning ray on the bar-code scanner, please plug off the bar-code scanner and put it back to check for any red light or beep.

Unplug the Bar-code Scanner wire



2.1 If there is a beep or the red scanning ray, please try to scan again.

2.2 If there is no beep or red scanning ray, please trace the cables and tighten it. Restart the computer if it still does not work.