

**TECH- 5a** *Page 1 of 1*


Category Support  
Version 1.0

# Programming a POS Scanner

Perform this procedure to reprogram a POS scanner that isn't accepting certain barcodes, such as SATO markdown barcodes.

## Procedure to Program a POS Scanner

- ✓ To find out what model scanner you have look for a sticker on the underside of a handheld scanner, or underneath the weighing plate of Scanner/Scales.
- ✓ If the issue is occurring across multiple lanes please confirm the model number of all scanners before contacting SUREfire Support.

1.	Contact SUREfire Support to request the scanner configuration guide applicable to your hardware: <ul style="list-style-type: none"> <li>• NCR</li> <li>• Magellan/Datalogic</li> <li>• Other scanner model.</li> </ul>							
2.	Print the document that is supplied by Support. <i>*You must print it <b>single-sided</b> and keep the pages in the correct order.*</i>							
3.	Navigate to the PLU Lookup screen.							
4.	Scan the barcodes in the supplied document. <i>*They must be scanned in the EXACT order.*</i>							
5.	Power off the scanner/scale at this lane.							
6.	Power on the scanner/scale at this lane							
7.	Restart POS.							
8.	Start a new transaction and retest the barcode that was previously not scanning, to confirm it now scans.							
9.	<table border="0" style="width: 100%;"> <tr> <td style="width: 50%;"><b>If:</b></td> <td style="width: 50%;"><b>then:</b></td> </tr> <tr> <td>the barcode now scans</td> <td>repeat steps <b>Error! Reference source not found.</b> - 8 inclusive for any other registers with the same scanner model having issues.</td> </tr> <tr> <td>the barcode still doesn't scan</td> <td>contact SUREfire Support for further assistance.</td> </tr> </table>	<b>If:</b>	<b>then:</b>	the barcode now scans	repeat steps <b>Error! Reference source not found.</b> - 8 inclusive for any other registers with the same scanner model having issues.	the barcode still doesn't scan	contact SUREfire Support for further assistance.	
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