

# SNX

## Bar Code Pro Reader / CCD Scanner / Laser Scanner

### Frequently Asked Questions revised 1-7-99

#### Q1) Do I need to program the reader/scanner the first time I use it?

A) If you are using a Macintosh computer, you do not need to reprogram the unit. By default, it has already been programmed for use with a **Macintosh** computer. If you are using a **PC (IBM or compatible)** with the **Bar Code Pro Reader**, you must reprogram the unit using the **Quick Setups** page in your manual (select PC AT (PS/2) or PS/2).

#### Note: If your manual is titled:

Bar Code Pro Reader  
CCD Scanner  
Laser Scanner  
User's Guide

go to page 8 (Computer Selection).

Users of the **Bar Code Pro Reader** who experience any difficulty using the **Start** option should use the **Laser Scanner Start** option instead.

#### Q2) Do I need to reprogram the reader/scanner to read bar codes everytime I turn the unit back on?

A) No. Your reader/scanner will retain all of its settings in memory even after you shut down. If you reprogram its factory default settings to your desired preferences, the settings will remain in the unit's memory until you change them again.

#### Q3) Your manual's diagram states that I should connect my reader/scanner between the keyboard and the back of the computer (the ADB port), but my computer keeps locking up (or won't turn on) when I do.

A) You may have an older version of the manual. If you are using a Macintosh computer, the best way to connect your reader/scanner is between the **mouse** and the **keyboard**, then connect the mouse to the reader/scanner's cable. For **PC** users, you can connect your reader/scanner to the **keyboard port** on the back of your computer.

#### Q4) Once I set up my reader/scanner, do I need to use any special software with it?

A) Although your reader/scanner does not require any specific software program in order to function, it will need an open text field on screen to send the numbers to. When you have finished setting up the reader/scanner, open any program that allows you to type plain text (like Simple Text, a word processing document, a database field or text box in Quark or PageMaker). When you scan the code, you will then see the human readable appear on screen.

**Do not use the Bar Code Pro software to scan codes into.**

**This program is not intended for this purpose. If you are using Filemaster, you can scan directly into a field within your database.**

**Q5) My computer keeps locking up when I use the reader/scanner with a Kensington Turbo Mouse. Why?**

A) You should use only a regular mouse when working with the scanner. A TurboMouse (which like the scanner, uses power from the computer) will compete with the reader/scanner to power itself. Since both units attempt to use power from your computer simultaneously, the result is a lock up of your computer.

**Q6) I have the unit connected properly and I have a text field open, but when I scan a code, I get a beep but nothing shows up on screen.**

A) Try reprogramming the unit (see Q7).

**Q7) I have followed all of the instructions on this FAQ, but my reader/scanner still fails to read. What do I do?**

Try connecting the unit to another computer (using the same guidelines on this FAQ) and see if it does the same. If it does not scan, unplug the unit from the keyboard and make sure that none of the pins on the male connectors are bent, then carefully reconnect all the cables on the reader/scanner and plug it back into your keyboard.

If you have connected your scanner between the mouse and the keyboard and are using a regular Macintosh mouse, if the scanner continues to behave erratically, in most cases **tooggling between Macintosh and PC AT modes** should correct the problem.

Here's how you can do it:

**Note: If your manual is titled:**

Bar Code Pro Reader  
CCD Scanner  
Laser Scanner  
User's Guide

go to page 8 (Computer Selection) and scan the following:

- 1 Start
- 2 Device Type
- 3 PC/AT, then:  
Factory Default

4 Exit

**Then begin the steps again and scan the following:**

- 1 Start
- 2 Device Type
- 3 Macintosh

DO NOT select Factory Default

4 Exit

Then you can test any of the sample bar codes in your user's guide, for example Code 39.

If you are using a **CCD Scanner** with an **IBM PC (or compatible)**, scan the following:

- 1 Start
- 2 Device Type
- 3 Macintosh

DO NOT select Factory Default

4 Exit

**Then begin the steps again and scan the following:**

- 1 Start
- 2 Device Type
- 3 IBM PC/AT, then:

Factory Default

4 Exit

Then you can test any of the sample bar codes in your user's guide, for example Code 39.

If you are using a **Bar Code Pro Reader** with a **Macintosh**, go to page 9 (Quick Setups) of your User's Guide and scan the following:

Under **Computer Type** scan:

PC AT (PS/2)

Next, scan:

Factory Default.

Next, under Computer Type scan:

Macintosh

Then you can test any of the sample bar codes in your user's guide, for example Code 39.

If you are using a **Bar Code Pro Reader** with an **IBM PC (or compatible)**, go to page 9 (Quick Setups) of your User's Guide and scan the following:

Under **Computer Type** scan:

Macintosh

Next, under Computer Type scan:

PC AT (PS/2)

Next, scan:

Factory Default.

Then you can test any of the sample bar codes in your user's guide, for example Code 39.

If this document does not resolve your problem, please contact SNX technical support at:

**PLEASE NOTE: Technical support is not available from our toll free number. All registered users requiring technical support must call (718) 369-2944.**

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