

SNX

Bar Code Pro Reader / CCD Scanner / Laser Scanner Frequently Asked Questions revised 03-13-01

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

A)If you are using a Macintosh computer, you should 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)**, you must reprogram the unit using page 8 of the manual.

Q2)Once I set up my reader/scanner, do I need to use any special software with it?

A)No. Your reader/scanner does not require any specific software program in order to function. You only need an open text field on screen to see the numbers being scanned. Open any program that allows you to type plain text (like Simple Text, Notepad or a word processing document)). When you scan the code, you will see the human readables appear on screen.

Do not use the Bar Code Pro software to scan codes into. This program is not intended for scanning into.

Q3)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 or unplug the scanner. 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.

Q4)Do I need to individually program all of the bar codes in the user's manual in order to read them?

A)No. Once you have programmed your scanner for PC or Mac (on page 8), it will read all of the codes throughout the manual. The following pages in the user's manual are only for making custom programming changes specific to a particular code.

Q5)Your user's manual has 2 options for Step 1 (Start and Laser Scanner Start). Do I scan both of these when programming the scanner?

A)No. DO NOT USE BOTH options with any of the scanners you own. Instead use only one (see Q6).

Q6)How do I know which of the two options for Step 1 to use based on my model scanner?

A)Use the following for **Step 1** based on your model number:

Bar Code Pro Reader (the silver wand): Use Laser Scanner Start. If your reader does not respond to Laser Scanner Start, you can use Start instead.

MS-210-1: Use Laser Scanner Start

MS-283: Use Start

SD805: Use Start

SD905: Use Start

Q7) I have a Macintosh G3/G4 (or Imac). Your adaptor cables are only for ADB. How can I connect the scanner with my computer?

A) User's of the **I-Mac** or **blue and white G3** or **G4** will require an **Imate ADB to USB adaptor** (item # 00141). This adaptor can be ordered from our sales department at (800) 447-9639.

NOTE: This adaptor must be plugged directly into any available USB port on the I-Mac or blue and white G3 or G4 and should NOT be connected to a USB **hub**. The blue and white G3 also has an ADB port on the back which can be used with the standard ADB adaptors that are included with your scanner. Imacs and G4s do not have ADB connections.

Q8)I have a Macintosh G3 (or Imac). I am using the Imate ADB to USB adaptor with my scanner. How should I connect this with my computer?

A) Try connecting the scanner directly to one of the USB ports located on the back or on the side of your computer. You may also try connecting the scanner to a USB port on your keyboard. **Do not** connect the scanner to a USB **hub** as this does not provide sufficient power for your scanner.

Q9)I am not using an Imate USB adaptor. How do I connect the scanner to my PC or Mac?

A)If you are using a Macintosh computer with an ADB connection (like the older beige Powermacs, Quadra or beige G3s), the best way to connect your reader/scanner is to unplug the mouse from the keyboard, plug in the scanner, then connect the mouse to the scanner's cable.

For **PC** users, you should unplug the keyboard from the back of the computer and replace it with the scanner. Then connect your keyboard cable to the other end of the scanner.

Q10)My Macintosh 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 using 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.

Q11) 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 Q12).

Q12) 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 still cannot get the scanner to read, try the following tip:

Program the scanner (using page 8 of the manual) for the **opposite** platform **first**, then begin again and program it for your intended platform. For example, if you are using the scanner with a PC., program the scanner for Mac **first** , then begin again and program it for PC.

Here's how:

If you are using a Reader or Scanner with a **Macintosh**, do the following:

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

- 1 Start
- 2 Device Type
- 3 PC/AT

DO NOT select 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

Next, open a blank document in Simple Text, Notepad or Microsoft Word, then turn to the back cover of the manual and scan either one of the bar codes. You should then see the numbers you scanned appear onscreen.

If you are using a Reader or Scanner with a **PC**, 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 PC/AT

DO NOT select Factory Default

4 Exit

Next, open a blank document in Simple Text, Notepad or Microsoft Word, then turn to the back cover of the manual and scan either one of the bar codes. You should then see the numbers you scanned appear onscreen.

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.

SNX

Technical Support

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