TSD 24 – Setting up Scanners, OPOS on 17.3 and Enabling Sound Capability in E4W POS

To: Platform Services, Advice Lines

From: Technical Support

Date: 03/06/09

Subject: TSD 24r4 Setting up Scanners as OPOS on 17.3 and Enabling Sound Capability in E4W POS

This document provides instructions for enabling sound capabilities for Eagle For Windows and disabling the beep provided by POS scanners.

Revision History

Rev	Date	Comments
TSD 24	06/21/06	Converted to TSD; placed in Oracle KB
Rev 1	07/21/08	Added urgent notice page 1 regarding 17.3/6550 issue and converting 2208 or 2007 scanners to OPOS
Rev 2	09/30/08	Added steps on page 1 to reprogram scanner using TSD 9, TSD 10
Rev 3	01/13/09	Corrected step 8 on page 1
Rev 4	03/6/09	Changed Step 9 to "use TSD 182" which is for 2208 opos setup

Urgent Notice update 7/21/2008

POS Scanner Acknowledgement Beep issue with i6550 Signature Capture Pads

There is a known issue at POS when using i6550 signature capture pads that causes a delay that interferes with the scanner acknowledgement beep. Customer's will be receiving Eagle 17.3 to resolve this issue. Once the software is installed the POS stations using LS2208 or M2007 scanners will need to be reconfigured as OPOS. To set it up as OPOS do the following:

1. Customer installs level 17.3
2. Go into E4W Device Configuration
3. Symbol LS2208 Scanner USB. (Use this also for M2007 scanners).
4. Click on Docs.
5. From the Enhanced Library window, select the Symbol LS2208 USB Scanner setup doc.
6. Follow the instructions on the pdf to install the OPOS driver.
7. Follow the instructions on the pdf to program that scanner.
8. Use TSD 9 to reprogram the M2007 (Note: DO NOT scan the Default barcode on TSD 9 page 1, skip it and continue to scan starting on the 3rd barcode)
9. Use TSD 182 to reprogram the LS2208 to work with the OPOS drivers.
10. Repeat all steps on POS stations using LS2208's or M2007's.
11. Use Development Tester in Device Config to test the scanner or simply test it in POS. Note: Notepad can no longer be used to test an opos scanner.
12. There is no action required with the i6550 Signature Capture Pad

For all other standard usb or wedge scanners such as the 2106, 6004, 2004 and 1902, please continue to page 2 and follow the instructions to setup sound capabilities in E4W Device Configuration. The PC will need to be equipped with speakers.

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Issue
We have received reports from our customers that POS clerks are continuing to scan items even though POS has reported some sort of error condition. In all cases we have determined that the clerk was relying solely on the audible beep provided by the scanner to indicate the posting of a SKU in POS. However, the beep that the scanner provides only indicates a successful scan of a barcode, not a successful posting to POS. The most common example is a UPC that is not associated with a SKU, generating an error message at POS when scanned.

Solution
In most cases the problem can be solved by having the PC generate the audible sounds to indicate if an item has successfully scanned and posted to POS. This will duplicate the same functionality that was once provided by the PAC board where it gave distinctly different audible indicators when a clerk encountered a problem. To accomplish this, you need to enable or configure the sound capabilities of the E4W software and disable the beep provided by the scanner.

Assumptions
- Scanner type is connected via keyboard wedge or USB.
- POS station is equipped with speakers.
- Customer is running E4W for POS.

Step 1 – Turning Sound On

NOTE: If the POS station is currently generating sound, skip this step.

1. For all remote PCs, turn on E4W Compression.
2. In function MIV screen 2, set **Display After Barcode Scanning** to **L** (for Limited Display).

   NOTE: Steps 1 and 2 are designed to improve the timing behavior between the POS application and the scanner.

3. Install or move the PC speaker, placing it directly beside the scanner stand.
4. Open the Eagle Browser from the POS station you want to change.
5. Select **Utilities** from the menu and then **Device Configuration** from the list.

   NOTE: If the **Utilities** menu does not appear on the Eagle Brower menu, try signing on to the terminal first. If the option still doesn't appear, check with your system administrator to see if you have security access to this menu.

6. Double-click the **Device Warning/Alarm** to open the device.
7. Click the **Device** button, select **WAV device sound**, and click **OK (**at this point you can select the test button to verify that the speakers are working).
8. Click **OK** and then press <F2> to close the window.

Step 2 – Selecting New Sound for Scanned Item

NOTE: If you currently have sound set up, skip this step.

1. Select **Applications** from the menu and then **Point of Sale** from the list.
2. Type your user name and password, and click **OK**.
3. Select **Tools** and then **customize sounds**.
4. Verify that the **Enable Sounds** box is selected.
5. Click the **Sound Name** of **DeviceBeep** once to select it.
6. From the **Available Sounds** list, select **BINK.WAV** (or another available sound) and then press the **Test Sound** button. (This will be your new scanner beep sound.)
7. Click the **Sound Name** of **DeviceBonk** once to select it.
8. From the **Available Sounds** list, select **BUZZERA.WAV** (or another available sound) and then press the **Test Sound** button. (This will be your new scanner bonk or problem sound.)
9. Click **OK** to save your new sound selections.

Step 3 – Disabling the Beep on the Scanner

NOTE: This barcode can be used on the Symbol M2007, LS6004, LS2208, LS2106, LS2108, and LS1908

1. Scan the following barcode, and then pause 5 seconds to allow the scanner to update its configuration.

Do Not Beep After Good Decode

2. Repeat the scan for any additional POS stations.