

# PAYMENT SYSTEM



## TROUBLESHOOTING YOUR SCANNER

If the scanner delivered with your school's Fair isn't responding or is scanning slowly, follow these troubleshooting steps to resolve the issue.

**PLEASE NOTE:** There are four handheld Scanners supported by the Scholastic Payment System. To identify which Scanner you received, look for the model number (located on the underside of the Scanner) or refer to the images below. Then click on the image or link below to view your Scanner's troubleshooting instructions.



### ZBA ZB 8120 OR 8110

Brand: ZBA  
Body color: Light blue or dark gray  
Trigger color: Yellow or gray



### ZBA ZB-8060

Brand: ZBA  
Body color: Black  
Trigger color: Black



### SYMBOL BARCODE SCANNER

Brand: Symbol  
Body color: Black  
Trigger color: Yellow or gray



### HONEYWELL I450G

Brand: Honeywell  
Body color: Black  
Trigger color: Yellow or gray

# PAYMENT SYSTEM



## ZBA ZB-8120 OR 8110 SCANNER: TROUBLESHOOTING

### MY SCANNER ISN'T RESPONDING

- Confirm that the green power light on the Register is illuminated.
- Try a different USB port:
  - If you received a **red** Register, move the Scanner from the USB port on the back to the USB port on the right side of the Register (above the power button).
  - If you received a **white** Register, plug the Scanner into any of the 4 USB ports under the Register.



### MY SCANNER IS SCANNING SLOWLY

- Confirm that the correct Scanner is selected under Register Settings:
  1. Log in to the Scholastic app using PIN 123123.
  2. Tap **Settings**.
  3. Tap **Register Settings**.  
If you are asked to use a one-time password, repeat step #1 and log in with PIN 123123.
  4. Under **Device**, select **ZBA ZB-8120**.  
**NOTE:** If using **ZBA-8110** scanner, select **ZBA-8120** at the device type.
  5. Under **Connection Type**, select **USB**.
  6. Tap **TEST** and scan a barcode on any book. Scanner test should say "Scanner Test Successful."
  7. Tap **DONE**.
  8. Tap **SAVE** in the upper-right corner.
  9. Tap **LOCK** and log back in with BFC PIN 999999 to process sales.
- If the issue persists, print and scan the barcode below and retry steps 1-9 above.

|             |  |
|-------------|--|
| <b>Scan</b> | <br>\$%+PROQ |
|-------------|--|

|  |   |
|--|---|
| <b>Scan and WAIT<br/>for two beeps</b> | <br>/AIN5 |
|--|---|

# PAYMENT SYSTEM



## ZBA ZB-8060 SCANNER: TROUBLESHOOTING

### MY SCANNER ISN'T RESPONDING

- Confirm that the green power light on the Register is illuminated.
- Try a different USB port:
  - If you received a **red** Register, move the Scanner from the USB port on the back to the USB port on the right side of the Register (above the power button).
  - If you received a **white** Register, plug the Scanner into any of the 4 USB ports under the Register.



### MY SCANNER IS SCANNING SLOWLY

- Confirm that the correct Scanner is selected under Register Settings:
  1. Log in to the Scholastic app using PIN **123123**.
  2. Tap **Settings**.
  3. Tap **Register Settings**.  
If you are asked to use a one-time password, repeat step #1 and log in with PIN **123123**.
  4. Under **Device**, select **ZBA ZB-8060**.
  5. Under **Connection Type**, select **USB**.
  6. Tap **TEST** and scan a barcode on any book. Scanner test should say "Scanner Test Successful."
  7. Tap **DONE**.
  8. Tap **SAVE** in the upper-right corner.
  9. Tap **LOCK** and log back in with BFC PIN **999999** to process sales.

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## SYMBOL BARCODE SCANNER: TROUBLESHOOTING

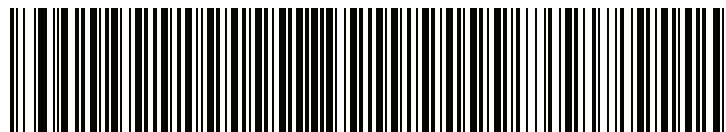
### MY SCANNER ISN'T RESPONDING

- Confirm that the green power light on the Register is illuminated.
- Try a different USB port:
  - If you received a **red** Register, move the Scanner from the USB port on the back to the USB port on the right side of the Register (above the power button).
  - If you received a **white** Register, plug the Scanner into any of the 4 USB ports under the Register.



### MY SCANNER IS SCANNING SLOWLY

- Confirm that the correct Scanner is selected under Register Settings:
  1. Log in to the Scholastic app using PIN **123123**.
  2. Tap **Settings**.
  3. Tap **Register Settings**.
    - If you are asked to use a one-time password, repeat step #1 and login with PIN **123123**.
  4. Under **Device**, select **Symbol Barcode Scanner**.
  5. Under **Connection Type**, select **USB**.
  6. Tap **TEST** and scan a barcode on any book. Scanner test should say "Scanner Test Successful."
  7. Tap **DONE**.
  8. Tap **SAVE** in the upper-right corner.
  9. Tap **LOCK** and log back in with BFC PIN **999999** to process sales.
- If the issue persists, print and scan the barcode below and retry steps 1-9 above.



# PAYMENT SYSTEM



## HONEYWELL 1450G SCANNER: TROUBLESHOOTING

### MY SCANNER ISN'T RESPONDING

- Confirm that the green power light on the Register is illuminated.
- Try a different USB port:
  - If you received a **red** Register, move the Scanner from the USB port on the back to the USB port on the right side of the Register (above the power button).
  - If you received a **white** Register, plug the Scanner into any of the 4 USB ports under the Register.



### MY SCANNER IS SCANNING SLOWLY

- Confirm that the correct Scanner is selected under Register Settings:
  1. Log in to the Scholastic app using PIN **123123**.
  2. Tap **Settings**.
  3. Tap **Register Settings**.  
If you are asked to use a one-time password, repeat step #1 and login with PIN **123123**.
  4. Under **Device**, select **Honeywell 1450g** (do not select the Honeywell 1300 model).
  5. Under **Connection Type**, select **USB**.
  6. Tap **TEST** and scan a barcode on any book. Scanner test should say "Scanner Test Successful."
  7. Tap **DONE**.
  8. Tap **SAVE** in the upper-right corner.
  9. Tap **LOCK** and log back in with BFC PIN **999999** to process sales.