



Hyperion 3800G Scanner

Setup and Usage

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Introduction

The Edge allows users to optimize the store's efficiency by employing barcodes on nearly all records. Barcodes are used on inventory item, POS receipts, tender cards, gift certificates, and job envelopes (repairs, appraisals, layaways and special orders). Abbott Jewelry Systems recommends an HHP 3800VHD scanner because it has proven to be reliable, fast, and relatively easy to setup. This document includes quick start instructions for the **HHP 3800G** barcode scanner for use with The Edge.

If you use a scanner other than the HHP 3800G, it must be programmed as outlined in http://docs.edgeuser.com/TIP-2014-058_Scanner_Programming_Codes.pdf and meet the following specifications:

- Interleaved 2 of 5
- Enable STX/ETX
- Disable HT/CR
- Any Length.

Installing the Barcode Scanner

To install the scanner:

1. Connect the USB interface cable to the barcode scanner.
2. Connect the USB interface cable to your computer.
3. The barcode scanner will beep once when first connected to the computer. If it does not beep, try connecting the cable to an alternate USB port on your computer.

Programming the Barcode Scanner

There is no software to install for this scanner. However, it does require physical programming to work properly with The Edge. This programming is accomplished by scanning the specific programming barcodes provided below. Scan each barcode **once in the order they appear**. If you make a mistake, start over from the beginning.

If you purchased your scanner for use with another software system or just from another vendor, you will need to program the scanner for use with The Edge. Reprogramming a scanner that was purchased to work with a different software system may cause you to lose reading functionality in the former application. Therefore, you should program your scanner for use with The Edge when you are prepared to transition to The Edge as your primary application.

If you have difficulty scanning the barcodes, try printing them from a different printer. Be sure **Fit to Page** is not enabled and it is printing with 100% scale.

We recommend that you retain this document for your records. It can be used at any time to re-program the scanner and should be your first troubleshooting step should you run into trouble in the future.



USB Keyboard (PC)

Interleaved 2 of 5



* On



* No Check Digit





Add Prefix



9



9



0



2



Save



Add Suffix



9



9



0



3



Save

Configuring The Edge

The Edge comes configured for the Hyperion 3800G by default. However, if you need to change your configuration:

1. In The Edge, click on **Administrative ► Configuration**.
2. From the **BarcodeScannerSettings** area, select **ScannerType**.
3. Select **STX_ETX** from the drop-down menu on the right.
4. Click **OK** to save your changes.

Testing the Scanner

1. Go to **Point of Sale**
2. Scan any item tag. The item should appear on the sale without the need to press any buttons.

Troubleshooting

Problem	Resolution
Barcodes do not scan.	<ul style="list-style-type: none"> • To find out where the error is, open Notepad on the computer and scan a barcode off a random item such a water bottle. It should display the barcode number within Notepad. <ul style="list-style-type: none"> ▪ If it does, then the scanner is functioning and it is likely a print issue with the barcode itself. Try reprinting the barcode. ▪ If it does not, reprogram the scanner.*
Repair envelope data goes to wrong field.	<ul style="list-style-type: none"> • Reprogram the scanner.*
Service envelopes scan correctly, but item tags do not.	<ul style="list-style-type: none"> • Reprogram the scanner.* If you are unable to scan the barcode at all even after trying various heights and angles, then this is an issue with the printed barcode try the following fixes. <ul style="list-style-type: none"> ▪ Try a different category. ▪ Verify the tag is clear and not spotty, blotched, or other issues of poor printing quality. Try re-printing this tag. ▪ If you have never been able to scan a tag easily or this is your first time trying, you may need to adjust the tag layout as well. Try adjusting the tag layout or increasing the barcode font size from 22-26 until you are able to scan this tag. You may need to copy this edited layout between all categories and reprint the tags.

More help with tags can be found in the videos:

Advanced Tag Layout <http://www.screencast.com/t/SFuqt3qfB>

Inventory, Tag Layout, Basic <http://www.screencast.com/t/B1Errif1XOL>