



SunLync – Bar Code Scanner

A bar code scanner is a fairly simple device. It reads the supplied bar code, then translates it into a signal that the computer can then read. However, you might be using a bar code scanner that refuses to read. Use the following steps to troubleshoot your scanner:

1. Verify that the bar code scanner is connected to your keyboard port (if using the PS/2 style connector) or USB port.
2. Open Notepad in Windows.
3. Scan the bar code. The number should appear in Notepad. If it does not, contact the hardware vendor.
4. If the number appears, look for the cursor in the Notepad window. It should appear on the line following the scanned number.
5. If the cursor is on the same line as the number, the scanner needs to be set to send a Carriage Return or Line Feed to the computer. Check the hardware documentation for details on how to do so.

In most cases, if the scanner is reading in Notepad, and the cursor appears on the next line, the device should work fine in SunLync. If it does not, please contact SunLync Level 2.

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