

QUICK REFERENCE

Troubleshooting Tips for the Self Checkout Lane - Side A

Identify the problem and perform the resolution before calling the help desk. Detailed procedures are on Side B.



Problem and Resolution

Display is Black

If the top right corner is black (see Figure 1) and the lane does not respond when you scan your shopper assistant card, perform step 1.

1. Perform the Pull the Red Button procedure on Side B.
2. Perform the Push the Green Button procedure.

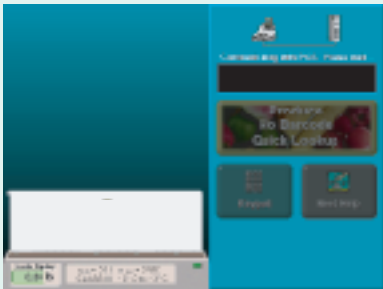


Figure 1: Blank Screen (Top Right)

If the whole screen is black (see Figure 2) and the lane does not respond when you scan your shopper assistant card, perform step 1.

1. Perform the Pull the Red Button procedure on Side B.
2. Perform the Push the Green Button procedure.



Figure 2: Blank Screen (Total)

Lock up (Greyed Screen)

If the buttons on the screen are grey and the lane does not respond when you scan your shopper assistant card, perform step 1.

1. Perform the Push the Green Button procedure.



Figure 3: Locked Lane

Lane Returns All Items or All Type 2 Items

1. Perform the Zero Security scale procedure.
2. Perform the Zero Scanner scale procedure.
3. Perform the Check Arches procedure.

Lane Printer Failure

1. Check paper orientation and type.
2. Power down the lane.

Axlohm Printer Paper Orientation



IBM Printer Paper Orientation



Cash Component Failure

1. Perform the Coin Acceptor procedure.
2. Perform the Bill Acceptor procedure.
3. Perform the Coin Dispenser procedure.
4. Perform the Bill Dispenser procedure.

QUICK REFERENCE

Troubleshooting Tips for the Self Checkout Lane - Side B

Reminder: Shopper Assistant Cards may not allow all of these procedures. Check with your manager for clearance



Detailed Procedures

Push the Green Button



Check Arches

If arches have chasing lights:

1. Clean any debris from arches.
2. Move order separator.



Bill Dispenser

1. Follow the on-screen prompts.
2. Remove bill cassettes.
3. Inspect rear of cassettes for jams.
4. Check cassettes for unserviceable bills.
5. Firmly press each cassette until it beeps.
6. Push on the front of each cassette again.
7. If it beeps again, call the help desk.

Coin Acceptor

1. Follow the on-screen prompts.
2. Clear debris from slot.
3. Push coin return button.

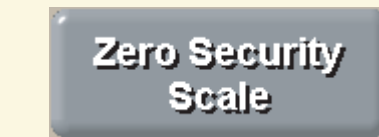


Pull the Red Button



Zero Security Scale

1. Clear the security conveyor.
2. Scan your shopper assistant card.
3. Touch Shopper Assistant Menu.
4. Touch Zero Security Scale.
5. Touch Exit.



Lane Power Down

1. Scan your shopper assistant card.
2. Touch Close Lane.
3. Scan your shopper assistant card again.
4. Touch Power Off.



5. Wait 5 minutes.
6. Press the Green Button.

Zero Scanner Scale

1. Clear the Scanner Scale.
2. Push the Zero Scale button.



Coin Dispenser

Follow the on-screen prompts.
Check for foreign currency.

1. Remove three coins from each slot.
2. Reload good coins in top of cassette.
3. Load cassette to capacity.
4. Make sure cassette is seated properly.

Bill Acceptor

Follow the on-screen prompts.
Reset Cassette

1. Remove bill cassette.
2. Remove bills.
3. Replace cassette.
4. Engage the cassette.



Reset Power to the Bill Acceptor

1. Power the lane down.
2. Remove the bill cassette.
3. Power up the lane.
4. As the lane powers up, reinsert the cassette.