

ZEBRA HANDHELD SCANNER: INSTALLATION INSTRUCTIONS FOR TECHNICIAN

The goal today is to connect new inventory scanners to the Store's network by ethernet or Wi-Fi, ensure the scanners work properly, and they upload data to the PC properly. For network support, contact: 804-935-4518; for device and application support contact: 804-314-5217.

What's in the box:

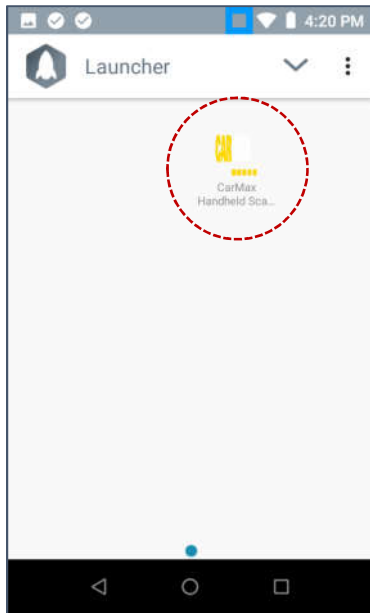
- Zebra scanner
- Charging cradle (ethernet) + power cord + ethernet cable
- Charging cradle (standard) + power cord

1. Ask the Store Manager where the new scanners are charging and which PCs are used to upload vehicle data for inventory and auction.
2. Connect the scanners to the Store network.
 - a. To use Wi-Fi, the scanner must be close enough to a Wi-Fi access point for the scanner to connect to the network. Ideally, the corresponding PC, where the data is uploaded, is close to that point, too. If Wi-Fi is not an option, the scanner must connect via ethernet.
 - b. To use ethernet, connect the charging cradle to the jack with the supplied ethernet cable. There must be an available, working ethernet jack near the PC used for uploading the vehicle data. If there is not an available, working ethernet jack, a new one(s) must be installed. If you are unable to install the jack immediately, stop and arrange to come back to finish the installation.
3. After connecting the scanners to the network, notify the support team 804-314-5217 that the Store is ready to receive the updated applications.
4. For each scanner:
 - a. Turn-on the scanner and follow the [Initialization Instructions](#).
 - b. After initialization, follow the instructions for [Scanning Inventory](#). Scan two different vehicles to **Inventory**.
 - c. Return to the PC used for loading data and restart the **AutoMation** and **Auction applications**.
 - d. Click **Upload** on one scanner, and then, click **Upload** on the PC when the application indicates it is ready.
 - e. Verify the data in the application matches the vehicles scanned. When prompted, clear the data.
 - f. Return the scanner to its charging cradle.
5. Inform the Store Manager their old scanners will no longer work and their new scanners are ready.
6. Box up the "old" scanners and give them to the Store Manager.

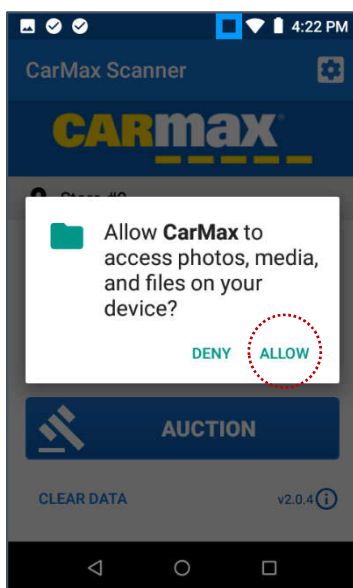


HHS Store Initialization

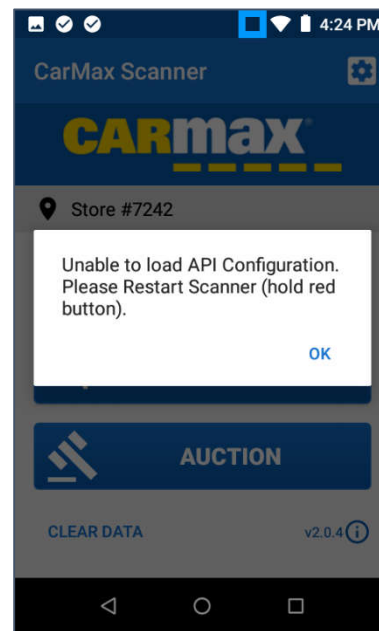
1. Power up the scanner.
2. Swipe up on the initial screen.
3. When prompted, enter the **4-digit Store number**.
4. The launcher screen will be displayed; select the **CarMax Handheld Scanner** icon



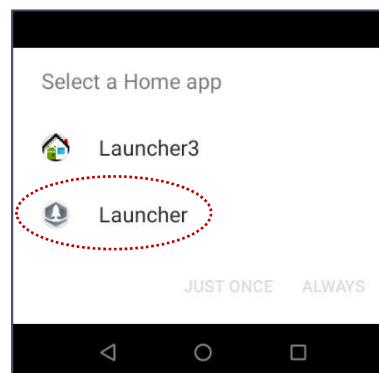
5. If you receive the prompt below, click **"Allow"**.



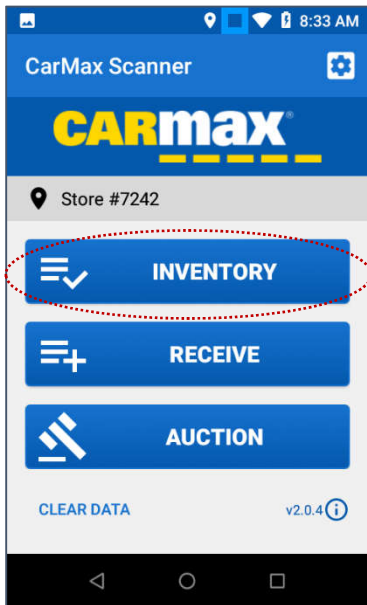
6. When prompted, enter the 4-digit Store number and **Save**.
7. If you receive the message below, press and hold the red button, and then select **Restart**.



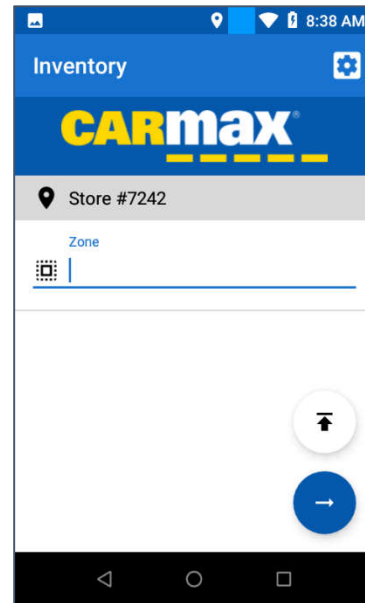
8. After the scanner restarts, enter the **4-digit Store number** when prompted for a **PIN**.
9. Swipe up, then enter **the Store number again**.
10. If you receive the prompt below, select **Launcher** (not Launcher3), then hit **Always**.



11. From the Launcher display (same screen as Step 4), select the **CarMax Handheld Scanner icon**.
12. From the **Main Menu**, select the **Inventory** icon. This will cause the store layout to download to the scanner. This will take about one minute.



13. When the download completes, you will see the **Inventory** zone screen.



14. Hit the **P1 button** in the top left corner of the scanner keypad to return to the **Main Menu**.

The scanner is now ready for use.

Scanning Inventory

1. On the scanner, select **Inventory** from the Main Menu.
2. Scan or enter a **zone**, then start scanning vehicles. The trigger will read RFID transmitters or barcodes, and beeps to confirm a read when the trigger is released.

TIP: To avoid reading nearby RFID transmitters, hold the trigger and focus on the barcode, and then release the trigger. Only the barcode will be read.
3. Use the “back” arrow, or the P1 key on the scanner’s keypad (upper left corner), to navigate back to the Main Menu after scanning vehicles.
4. Click the Upload button on the scanner Main Menu.
5. On the PC, open the **AutoMation** app and then click **Upload**. The application may show "Scanner data not available...please wait" for up to a minute.
6. Verify the data uploaded to the PC and then click Yes when prompted to clear the data.

Troubleshooting

Issue	Resolution / Option
Standard Cradle: The Store has the standard cradles, but there is not an accessible wifi access point.	<p>For either of these options, call 804-314-5217 to request “ethernet cradles” be shipped to the Store.</p> <p>Temporary Solution: If the store is okay doing the scanner upload in one place and then walking to the corresponding PC to complete the upload to Automation or Auction, continue with the wifi network connection.</p> <p>If the store is not okay with that, determine if there are accessible, working ethernet jacks for the ethernet cradle. If there are not jacks, install new ones or arrange to return to the Store to install the jacks and the scanners once the new scanners arrive.</p>
WiFi Access: The Store has the ethernet cradles, but also has a wifi access point nearby.	Connect via wifi instead. (This is the simpler, better option than ethernet.) Either type of cradle will work with wifi since the wifi component is in the scanner, not the cradle.
Ethernet Access: There are no available ethernet jacks.	Install new ones. If needed, arrange to return to the store to run cabling to the switch.
Broken or Defective Peripherals	Contact 804-314-5217 to request a replacement. Install as much as you can and provide the Store information to replace the defective peripheral when the replacement arrives.
Broken or Defective Scanner	Contact 804-314-5217 to request a replacement. If one scanner is working, complete the installation and inform the Store a technician will return when the replacement arrives. If the Store does not want to be limited to just the one working scanner, do not install either. Arrange to return to the Store when the replacement arrives.