Implementation Document

Zebra MP7 Series Flatbed Scanner (with and without scale)

Target Technology Services

Last updated: **June 2, 2021**

Implementation Document

Overview

Target is executing Small Format Stores, Full Remodels, and Multi-Location Special Projects across the nation. This will take the unwavering commitment and proactive collaboration of the entire team. Challenges will be encountered, but please utilize this document as a guide to resolve these challenges and achieve success in every implementation.

This document provides a broad range of information around Target Zebra MP7 Series Flatbed Scanner (with and without Scale) installation. If further clarification is needed, please reach out to the appropriate Rollout and Deployment resource from the *Contacts* information.

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Purpose

This document describes the following for: Zebra MP7 Series Flatbed Scanner (with and without scale)

- Procurement
- Installation
- Support
- Removal and Disposition

Attachments

Are there any attachments related to this document? No

DEVICE OVERVIEW

OWNER

Rick Walstrom

PLATFORM AND DEVICE DESCRIPTION

Platform: POS

Product Category: Scanner

MANUFACTURER

Manufacturer Name: Zebra

Target's Universal Part Number:

MP7000-LHU

MP7000-LHU-C

MP7001-LHU

MP7001-LHU-C

Link to Target UPN List: (Not a user field, forthcoming)

VENDOR

Zebra

NETWORK

NA

ADDITIONAL INFORMATION

NA

DEVICE IMAGES

POS Zebra MP7 Flatbed Scanner

Image 1

Image 2

Image 3

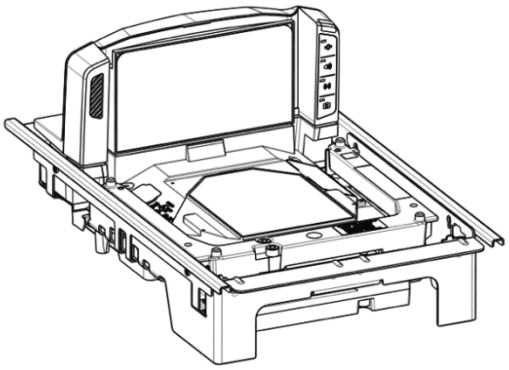


Image 4

Image 5

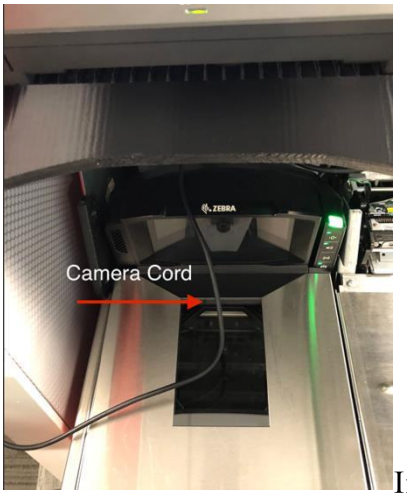


Image 6

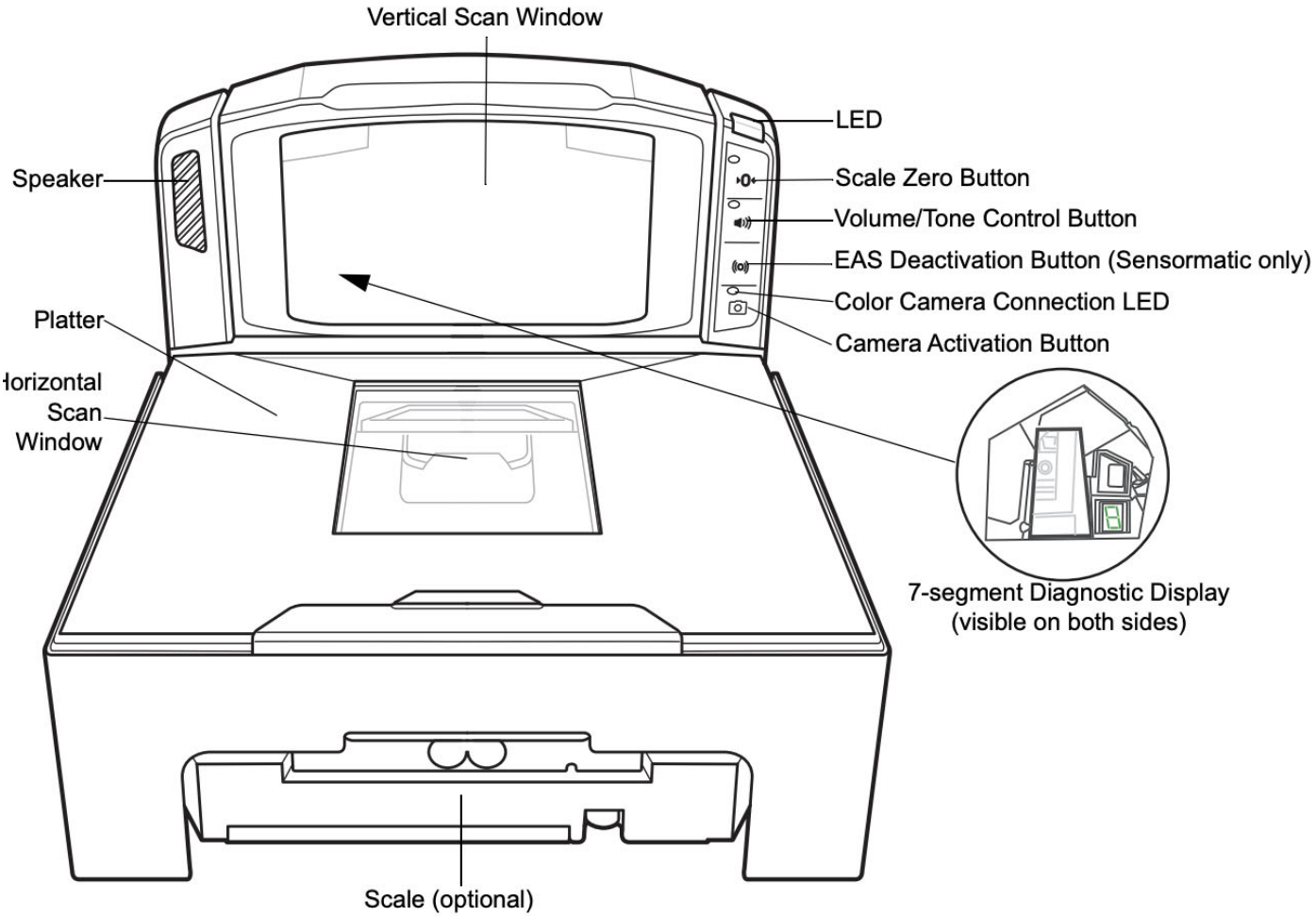


Image 7

Image	Description
Image 1	Scanner retail USB Cable
Image 2	Scanner retail USB Cable with part number
Image 3	Out of box image
Image 4	Retail Scanner without platter
Image 5	Scanner Platter
Image 6	Camera Cable
Image 7	Detailed view of MP7

PRE-INSTALL AND DEPENDENCIES

PRE-CONFIGURATION

Ensure these items are covered PRIOR to arriving at the store.

Tools Required

Keys for self checkout provided by store.

EAS Deactivator

Screw Driver Set

Lift Required?

No

ACCESS

Software Access

N/A

Other Access

Field rep access to POSCentral

PREPARE FOR ARRIVAL

Print the device installation instructions containing barcodes (this is necessary for scanning the required configuration barcodes).

List of Inventory Required for Installation

Target Item #	Item Description
MP7000-LHU-C	MP7000 Scanner Only, w/ Integrated Camera Bundle
MP7001-LHUD-C	MP7000 Scanner / Scale, w/ Integrated Camera, w/ display Bundle
MP7001-LHU-C	MP7000 Scanner / Scale, w/ Integrated Camera, w/o display Bundle
MP7000-LHU	MP7000 Scanner Only, Camera Ready Bundle
MP7001-LHUD	MP7000 Scanner / Scale, Camera Ready Bundle (w/ display)
MP7001-LHU	MP7000 Scanner / Scale, Camera Ready Bundle (w/o display)
MP7000-LHS0M18WW	MP7000 Scanner only , Camera ready
MP7000-LHS0P18WW	MP7000 Scanner only with integrated Camera

MP7001-LHS0M18US	MP7000 Scanner / Scale, Camera ready
MP7001-LHS0P18US	MP7000 Scanner / Scale with integrated Camera
MX201-SI00WW	Scale Display - Single Sided
CBA-U23-S07ZBR	CABLE - SHIELDED USB: POWER PLUS CONNECTOR, 7FT. (2M), STRAIGHT, 12V
CBA-U52-S16PAR	CABLE,MP-6000 USB POWERPLUS 5M CABLE.
MX306-SA00WW	EAS Cable
MXC7000-P	Color Camera upgrade kit
MX308-SA00WW	Filler Plate

DEPENDENCIES

New Stores

POS register installed and power available. NCR SCO will be installed by NCR, Zebra scanner or Zebra Scanner-scale will be replaced on site.

Bundle

NCR SCO installed and power available.

Remodel

For exisiting and new SCO, NCR SCO Zebra scanner or Zebra Scanner-scale will be replaced on site.

LIST OF POTENTIALLY RELATED DEVICES OR INVENTORY

Item	Included in the box? Enter Yes or No
NCR SCO	No
EAS or Connector installed in SCO fixture	No
Honeywell Hand Scanner (1900/1950)	No

ON-SITE INSTALL PROCESS

Follow the *Pre-Install and Dependencies* instructions before starting the installation.

CHECK IN

Do the following upon arrival:

- Check in with and introduce yourself to the store ETL-GE or store lead.
- Confirm the store number.
- Locate the new equipment being installed. Document any missing devices and communicate them to the deployment support vendor.
- Establish a work plan for install with the store lead.
- Explain to the LOD the purpose of your visit and that the LOD will need to close lanes to allow you to complete the install.

INSTALL THE NEW DEVICE

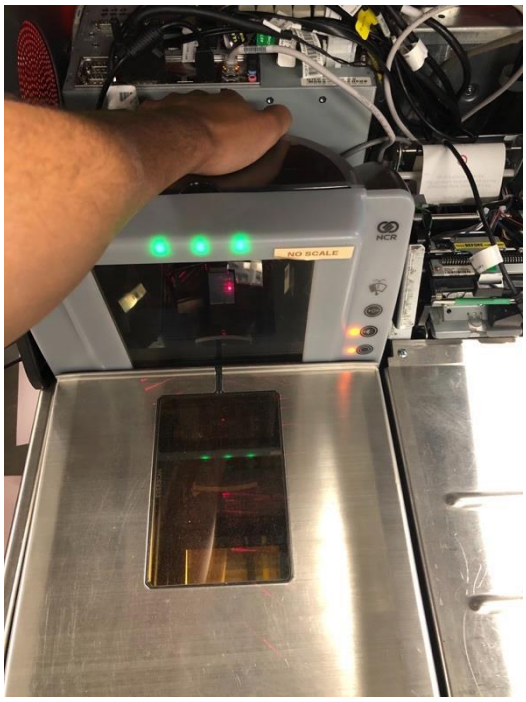
Installation Instructions

1. Locate new equipment to be installed.
2. Work with the LOD or site contact to establish a work plan for install.
3. Highly Suggested: Start with the busiest lanes first that will be used when the store opens.
4. Note operating status and condition of equipment. Identify any unique situations, configurations, or if EAS devices are missing.
    a. Communicate unique scenarios to vendor deployment support.
    b. Report any out-of-service or OBF/DOA POS devices or missing EAS devices to vendor deployment support.

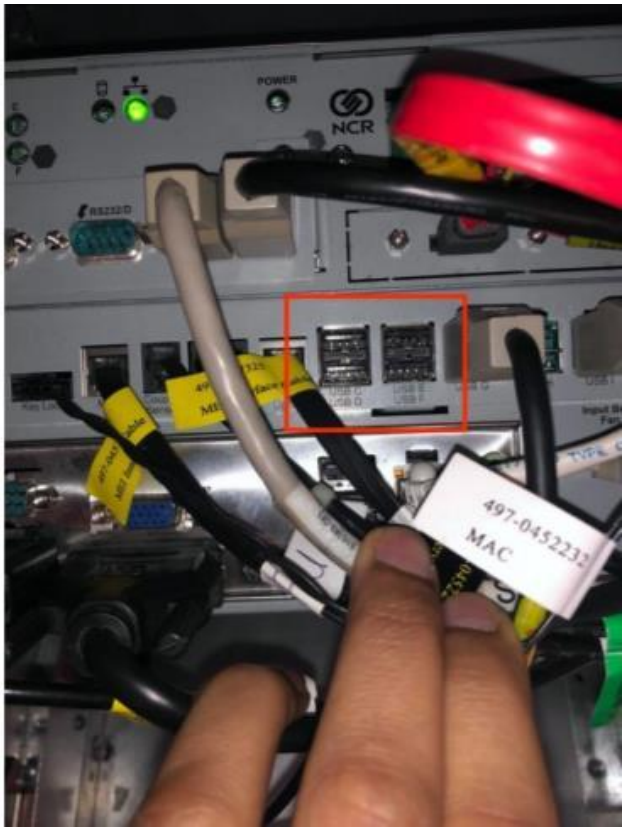
    Note:
    - After the store opens, work with the site contact to ensure pallets are not on the sales floor and clutter is kept to a minimum. Use a cart, flatbed or tubs instead of pallet jacks.
    - Do not cut any old cables during the following steps. If a back out is needed, we must be able to reinstall old devices.
    - Please Notify deployment support if you need to go back to the old device.

5. Open front cover by pressing on the lock on right side of SCO and lifting cover up, shown above.

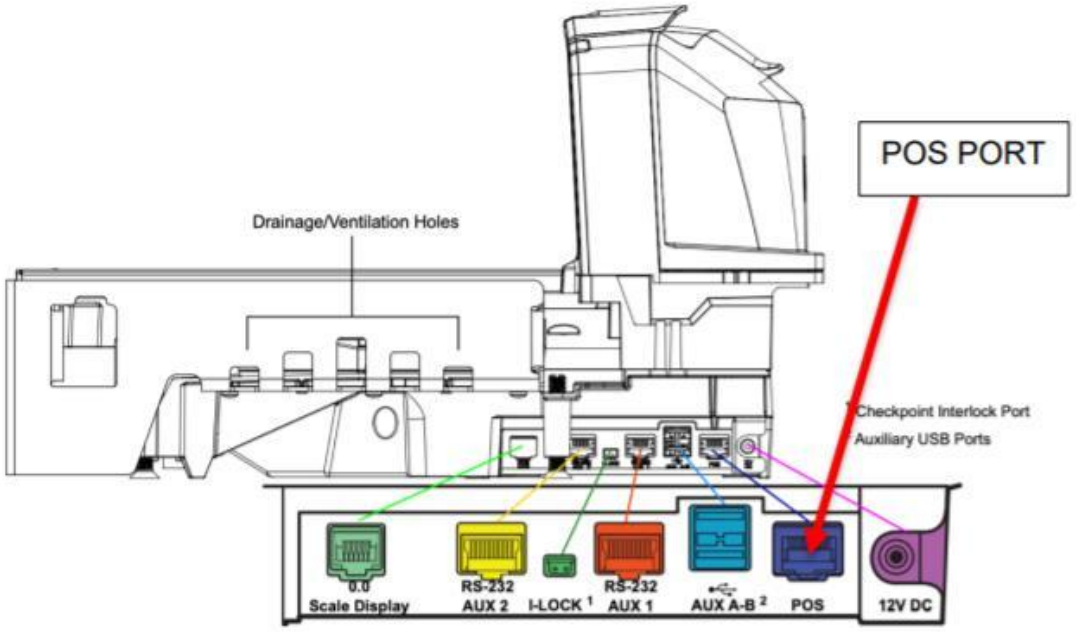
6. Turn off SCO by pressing and holding power button for 3 seconds **OR LESS** (If you release too quickly the register will reboot). The power button is located on front right corner of the processor (refer to above images). Register will start to shut down and will display shutdown on display



7. Remove old flatbed by lifting unit out of well (shown in the image above), set aside, unplug the 3 cables from the back of the flatbed scanner:
    a. EAS antenna
    b. Handheld Scanner
    c. Flatbed USB cable from the flatbed sled
8. Tilt the processor tower out toward you.
9. Unplug old flatbed USB PowerPlus cable from processor tower



10. Plug Honeywell Handheld scanner into any one of the top USB top ports, **labeled C-F** located Page 13 of 35 above in red box. If the cable is too short, check for a cable pinch located under the hand scanner stand on the side of the register and adjust as neede
    a. **important notes** – Make sure Honeywell hand scanner is plugged into the processor tower and **NOT** into the Zebra flatbed scanner
    b. Make sure the Honeywell scanner is **NOT** plugged into the motherboard USB ports located next to the ethernet port (i.e. below the RED box in the above picture).
11. Plug Zebra scanner camera single USB into any open C-F ports green box 5v USB. **(this only applies to scanners with camera cable)**
12. Plug Retail USB Cable into POS Port on the scanner (refer to image below)



13. Remove the cable that was previously attached, plug Zebra scanner **Retail USB** cable into Port G.

14. Plug in EAS cable. Attach the male cable from the new scanner and female cable from existing register as shown in the image above
15. Install the filler plate.

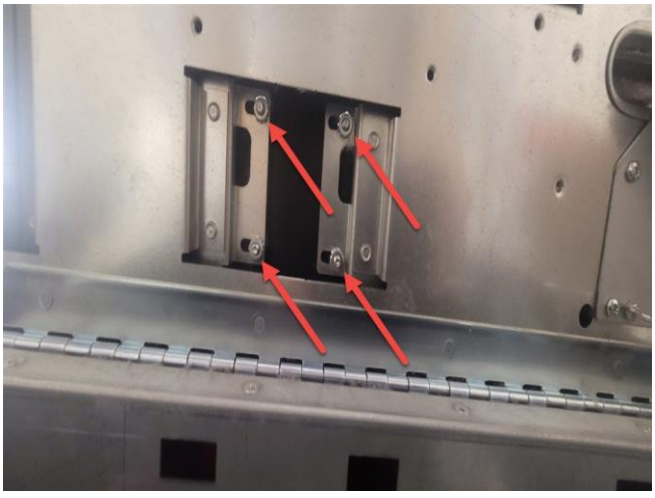
    NOTE: do not use the adhesive filler plate packed with the scanners (NOTE: some late production scanners are shipped with the screw-on filler plate).

    a. Please locate this box immediately, it should have come with the shipment of the new FB scanner/scales. This box typically has the store number written on the side and will have purple tape on it.

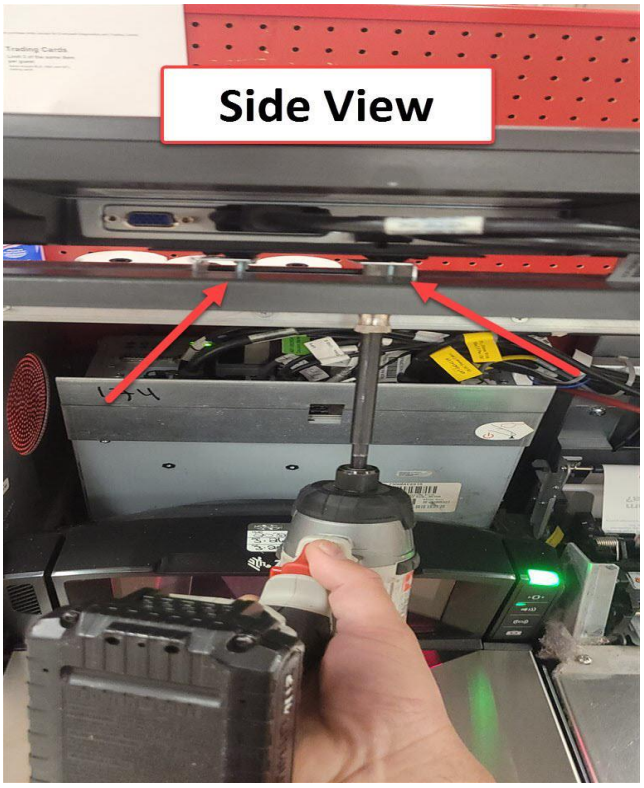
        i. NOTE: if this box is not located, please check the scanner boxes for the screw-on filler plate as shown below in step B. If the screw-on filler plates are not located, contact Deployment Support.

    b. The new screw-on filler plate will have (2) holes at the top to mount to the fixture door behind the monitor.

c. Open the fixture door of the self-checkout register and look underneath the monitor. You will see (4) bolts that must be removed to move the monitor out of the way for the screw-on filler plate install.



(DO NOT DISCONNECT THE MONITOR CABLE)

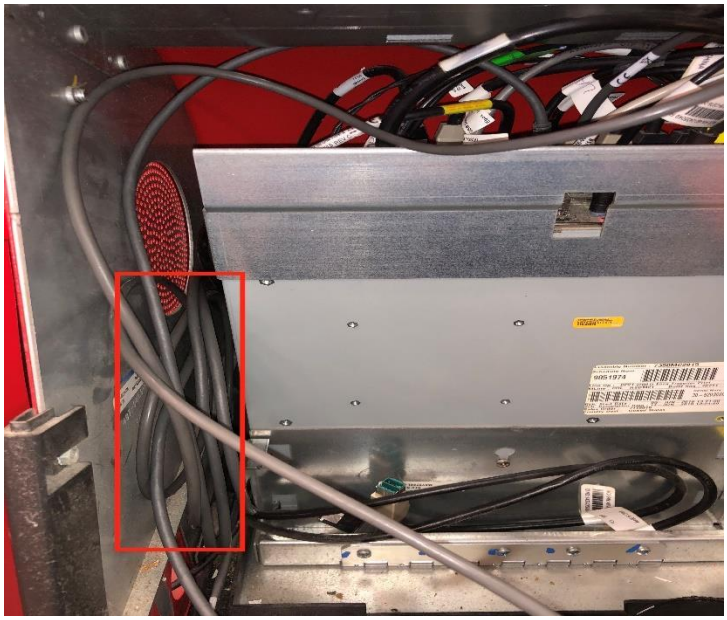


d. With the monitor resting on top of the Self-checkout register door and moved out of the way, you will see (2) screws that must be removed in order to mount the new screw-on filler plate.

e. After mounting the filler plate, reinstall the monitor with the (4) bolts.

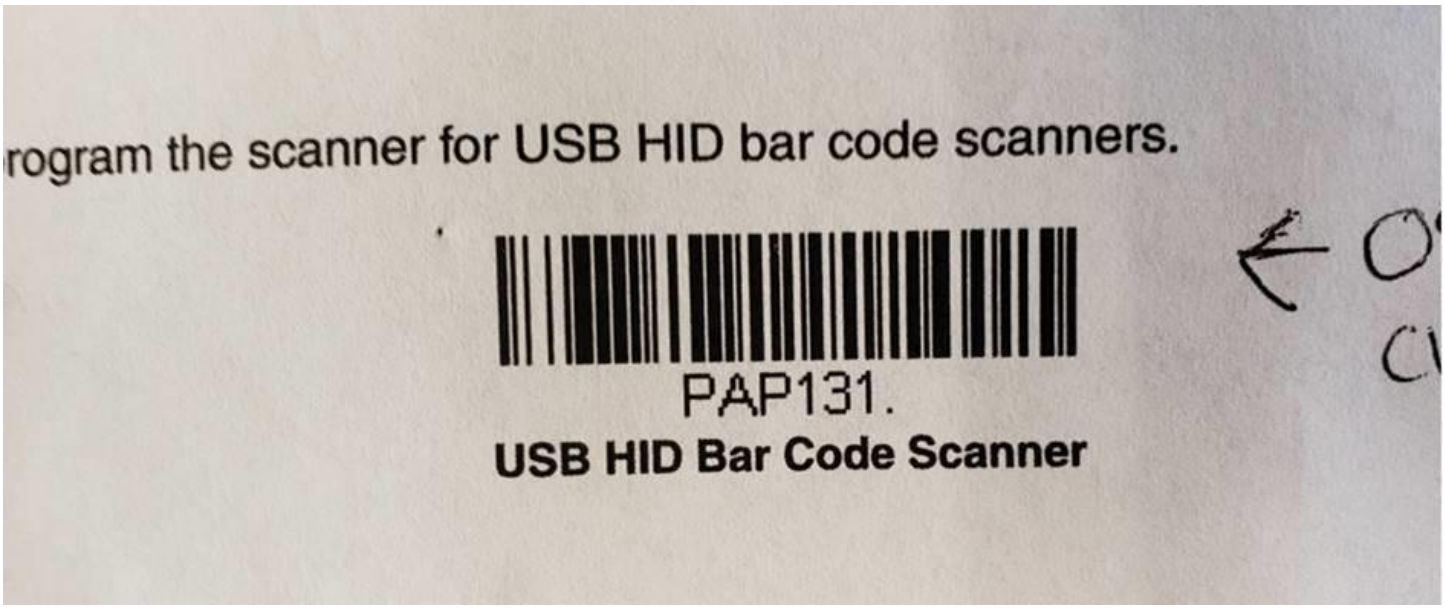
16. Before installing the Zebra scanner clean the debris from the drip tray.

17. Install the Zebra scanner into the cavity.
    a. ***DO NOT PLACE ANYTHING ON SCANNER BED***.
    b. Excess Zebra scanner USB cables can be coiled and tucked into the left side of the SCO as shown below.
    c. Verify that the scanner is not resting on any cables.



18. Check cables for pinching
19. Cover Zebra Scanner with scanner platter
20. Power on the register by pushing the power button - located on front right corner of the processor. Place a lane is temporarily closed sign on the unit while it is rebooting.
21. Close SCO unit cover.
22. Verify the gap between the filler plate and scanner top is at least the width of a license. If there is no gap, verify the scanner is not resting on anything and the screw-on filler plate was installed properly before contacting Deployment Support.

23. Wait about 20 minutes for the register to come up.
24. Use the Honeywell hand scanner to scan the barcode below 2 times. The scanner will play a single tone indicating the barcode was successfully scanned.



24. Reboot the SCO by pressing the power button located on front right corner of the process
25. Contact Deployment support to validate the register is online and ready to test.
26. Team Member logs into register after bootup.

Zebra Flatbed Scanner-Scale Calibration

Read Instructions Thoroughly Before Starting

- First, if working with a completely new MP70xx out of the box for the first time, you will want to calibrate the scale before starting. 30lb. of calibrated weights will be needed, 25lb. will be used for calibration, and 30lbs will be used for testing. You can also follow the instructions included in the MP7000 integration guide, or just follow the simplified steps below. It would help if you exercised the scale from 0.00 to 30.00lb (full capacity) at least 3 times before entering calibration, simply by placing the entire scale weights box on the platter 3 times.

  NOTE: The unit must be at normal room temperature before calibrating. Also, verify proper installation height in the check-stand and ensure that there is no rocking motion when pressing on opposite corners of the scale.

- To begin calibration, HOLD both the ZERO and VOLUME buttons simultaneously for over 5 seconds until a beep sounds (if no beep is heard, try again – the buttons must be pressed at the same time), then quickly tap the same 2 buttons again to confirm calibration mode.

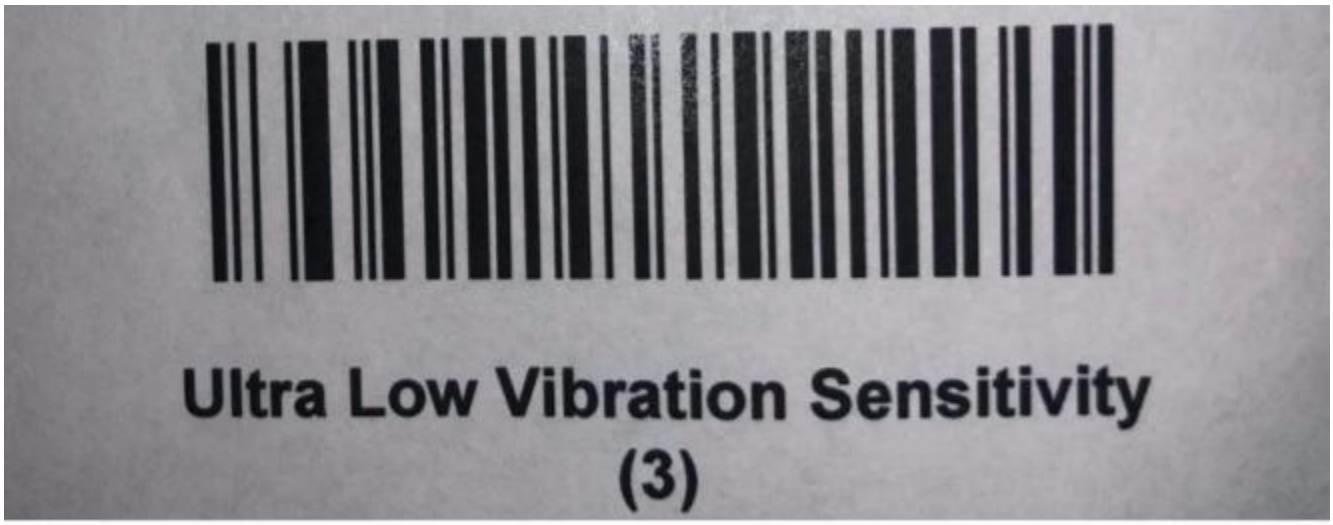
A 5-beep sound sequence will sound if the calibration mode is successfully entered.

NOTE: You will have to complete each step within 30 seconds or it will time out, and be sure to wait for each prompt on the 7-segment display to advance, or you will have to start over.

- The 7-segment display in the vertical window should be scrolling "C, 0, 0, Lb." at this point.

NOTE: You can scan any needed scale configuration barcodes at this point.

- Scan this barcode on the flatbed scanner



- Ensure the platter is installed on the scale properly and that nothing is on it, or touching the scale, then press the top "ZERO" button. The scale should respond with a single tone. The 7- segment display should then be displaying "C, 2, 5, Lb.".
- Place 25Lb of weight with calibrated scale weights onto the center of the scale platter, allow it to **settle for a second or two**, then press the "**ZERO**" button. The MP7000 should issue a single tone again and at that point the 7-segment display should show "**C, a, l**".
- Remove the 25lbs. of weight and then hit the "**ZERO**" button and the scale should respond with 3 quick beeps and reboot the scale. The calibration is complete.
- Test with the POS application once the device is configured and the setup completes. The calibration is complete if your testing validated a successful calibration, if not, repeat the

calibration steps.

- Record the current programming cycle count and calibration cycle count to report to Weights and Measures when placing the unit in service. These are visible on the 7 segment display by pressing and holding (continuously holding) the "**ZERO**" button, and those values will cycle through on that display as a "**P#"** (program count) and "**C#"** (calibration count) to represent those values.

POST INSTALL

- Contact Deployment Support after each register is complete to validate the register is online and ready to use.
- Test every new flatbed scanner or scanner/scale after its installation and report the result to vendor deployment support.

Testing New Scanners

- Test the different POS elements after each scanner is installed:
    - Flatbed scanner or Flatbed Scanner with Scale
    - Handheld scanner

Flatbed Scanner

- After the register boots back up and you have the ok from deployment support to proceed:
    - Push Volume button 2 times and verify the volume does **NOT** change
        - If the volume changes, reboot the register.
    - Have a team member login by having them enter their credentials.
    - Scan an item using the flatbed scanner
    - Verify that the flatbed had an audible beep.
    - Verify that the item appeared on the register monitor.
    - Scan the 2D barcode below and verify the item appears on screen.

Note: If the flatbed scanner did not beep, or the scanned item did not appear on the register screen, work with deployment support to troubleshoot the scanner.

Honeywell Hand Scanner

Scan an item using the hand scanner and verify the following:

- The hand scanner beeped.
- The item appeared on the register monitor.
- Using Hand scanner, scan the 2D barcode verify the item appears on the screen.

Note: If the flatbed scanner did not beep, or the scanned item did not appear on the register screen, work with deployment support to troubleshoot the scanner.

Scanner/Scales (Super Targets only)

Place an item to weigh on the scale and enter the PLU number (example: weighted banana will be 4011) and check the following:

- Verify weight appears on the register screen
- Weight appears on the register screen.

Note: If any of the above did not happen, contact vendor deployment support for troubleshooting help.

Void the Transaction

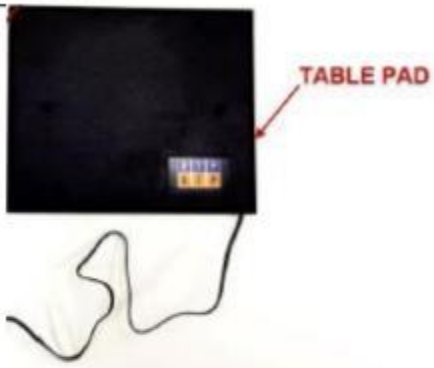
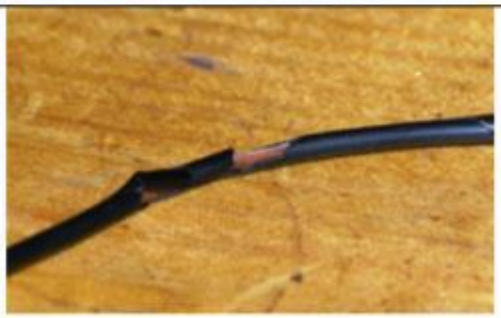
After all the above elements are tested successfully, void the entire transaction on the SCO:

1. Have Team Member log into Store mode and void the ENTIRE transaction

Repeat this testing for all installed scanners and complete the checklist on page 3.

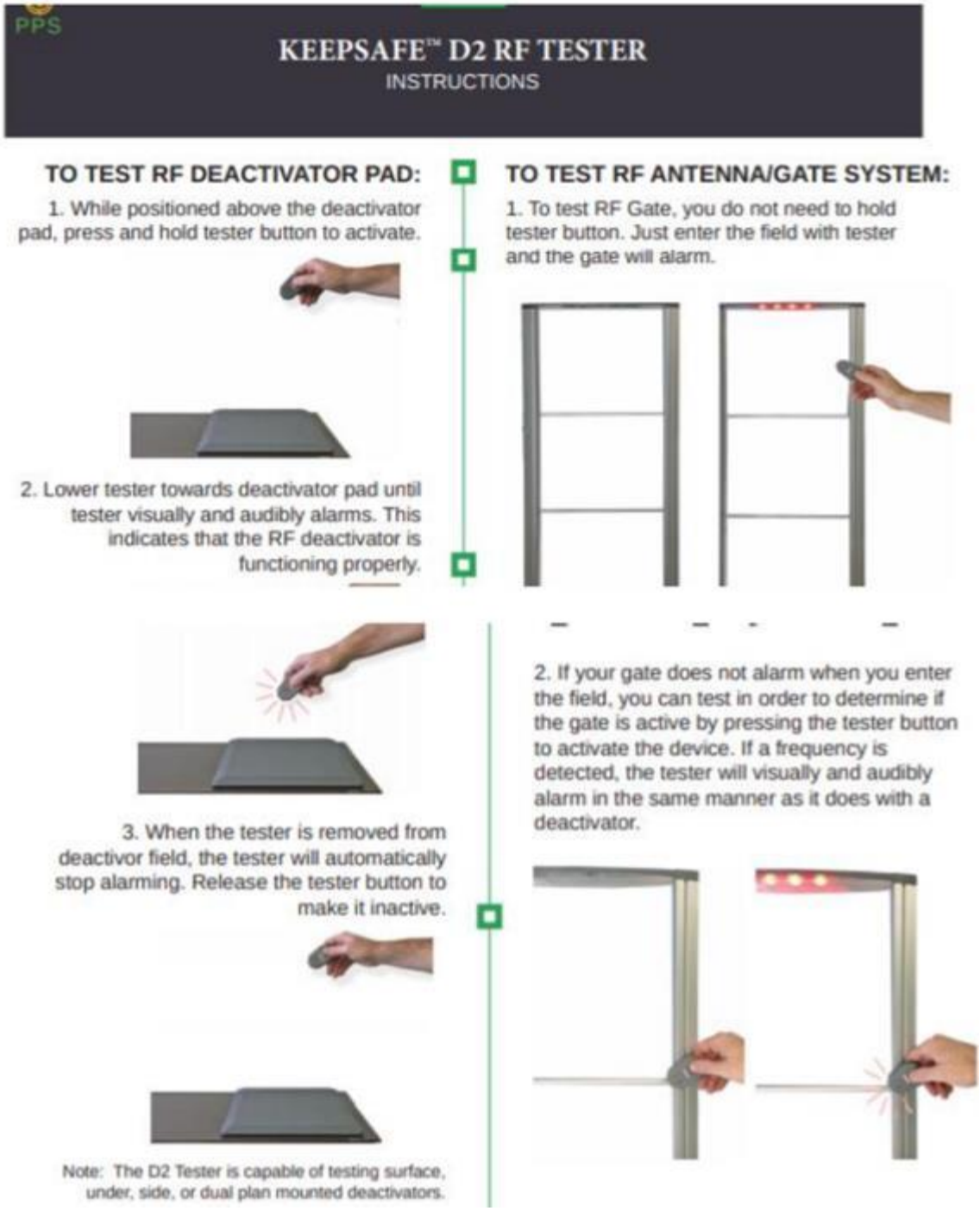
EAS DEACTIVATOR TESTING STEPS:

Step	Directions & Whys	Picture
1a	There are multiple types and brands of EAS Deactivators. They all function and connect the same.	
1b	For this PM you will utilize the Checkpoint DV1000 tester. **SAP P/N: 7651919. (Discontinued)** OR Product Protections Solutions Keepsafe D2 RF Tester **SAP P/N: 922120** Make sure the 9V battery (Checkpoint) or the CR1632 battery (PPS) is not dead before starting this PM. The batteies can be tested by using a muli-meter.	 
2	Place the DV-1000 test unit **on top of the scanner glass/Deactivator Pad**. The Deactivator emits a Radio Frequency Field that only extends an inch or two above the scanner bed.	
3	Press and hold the center button. If the green light illuminates steady and a tone sounds, the deactivation device is working properly. Repeat this at all POS locations in your store. (see note, step 4) If you find that any deactivators are not working, utilize the EAS Deactivator Testing and Troubleshooting Guide found on PM2GO. If the Deactivator is still not working after troubleshooting, note the check lane(s) and place an order in SAP for the part(s) you need. Part numbers listed below	

Step	Directions & Whys	Picture
4	Deactivators are also connected to table pads. These are located at remote locations such as Guest Service and Electronics and function the same as the antenna in the flatbed scanner. Note: There are no deactivators or pads located at Starbucks, Optical, Deli, Liquor store or CVS.	
5	Check electrical cords using your electrical gloves, unplug the electrical cord and examine the cord, prongs and outlet for signs of damage such as: • Not frayed • Not repaired with tape • Not showing wires through the sheathing • The cords plug has all prongs including the grounding prong if applicable If damaged cords are found, create WO using MAXIMO Problem Code DEACTIVATOR	

KEEPSAFE D2 RF EAS DEACTIVATOR TESTER Steps Below:

Note: If you don't have the KeepSafe RFD2 Tester, the store can order it via Go Cart **(SAP P/N: 922120)**



Back Out Process

If any of the new scanners are not working, re-install the old scanner (with the same scanner number in its correct location with original cables) and verify ,by scanning a barcode, that they are working prior to leaving the store. When they are restored, Target will sign-off that they are functional prior to you leaving the store.

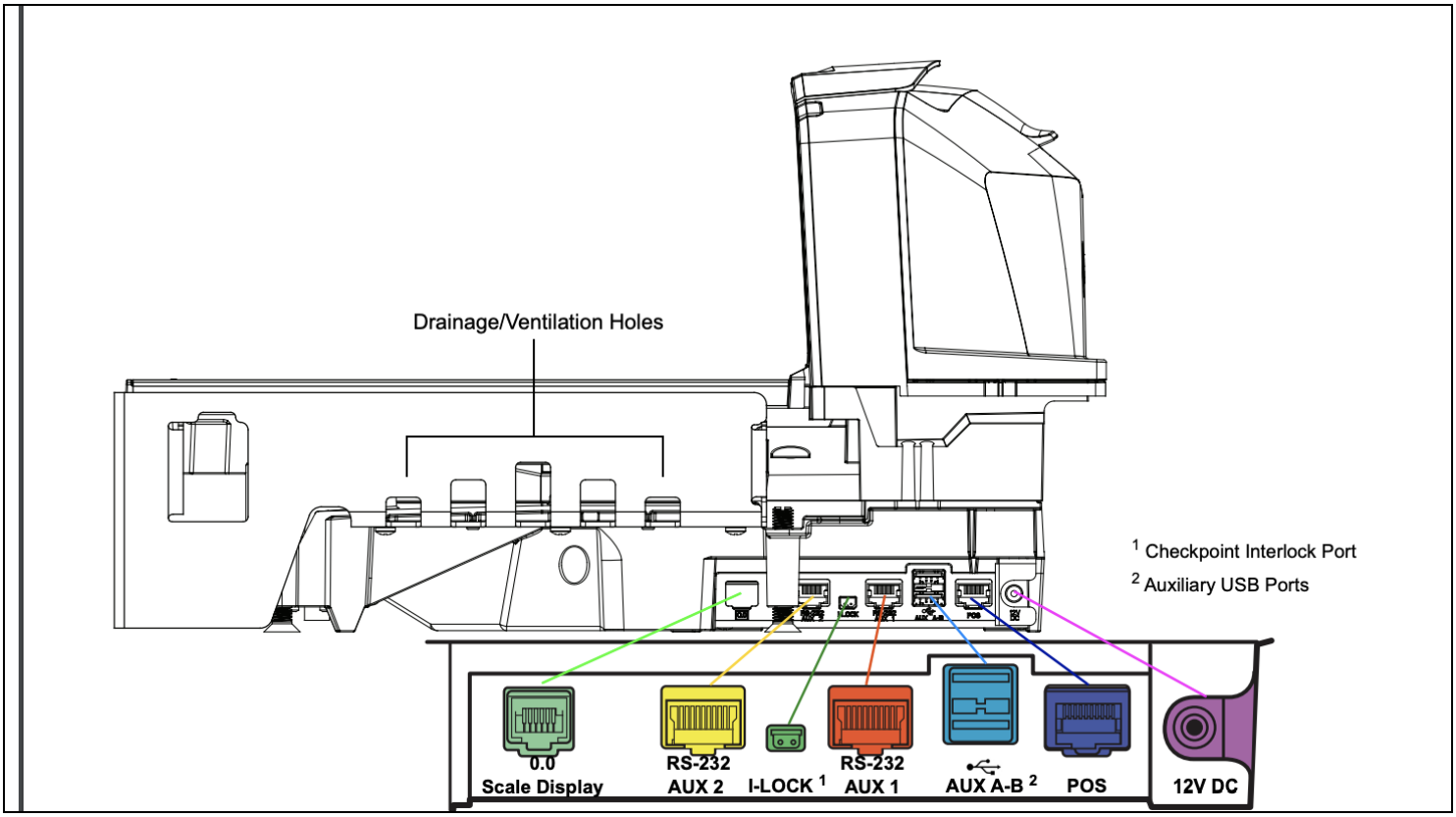
Pack Up and Palletize in place on CRC pallet, old Equipment:

- Using packing material from new equipment, modify the packing material to fit the old equipment and box up.

- Palletize equipment. Include Pallet Sign on all four sides of the de-installed hardware pallet with the store and quantity filled out.
    - OBF Devices need to be palletized & labeled separately.
        - Work with your deployment support to leverage the MAC/ATR form(s) to request/return new/OBF units.
    - Overage devices need to be palletized separately and labeled for ‘Special Shipment’
        - Work with your deployment support to get a label created for overage devices
- Shrink wrap palletized and label boxes to ready for shipment
    - Take deliverables photo of where palletized, labeled, and shrink wrapped equipment is located– CRC pallet Located in stores back room. Please ask a team member for help locating
- Do not Leave old hardware on sales floor .

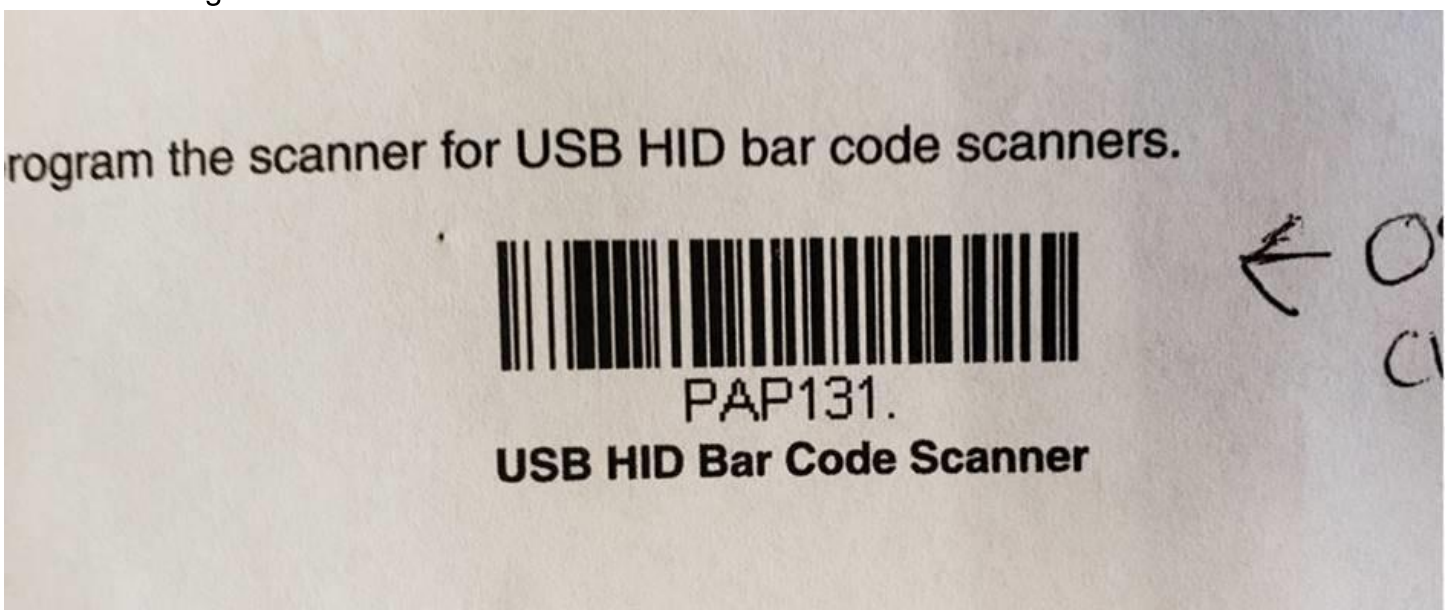
Cable Connection

Port Diagram



CONFIGURATION

Barcode configration for hand scanner



TROUBLESHOOTING

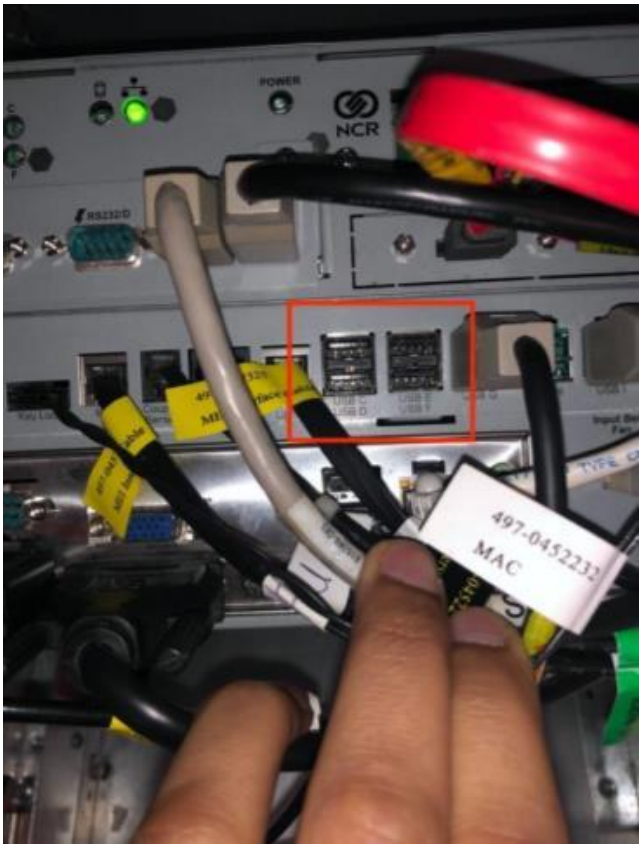
Issue	Solution
All issues	Contact Vendor Deployment Support for all troubleshooting issues and to validate the install in POSCentral.

If the scanner is still not functioning after rebooting, try the steps below:

- If there is a red light on the scanner, make sure all cables are connected to their corresponding ports, and all cables are plugged in.
- Reboot the register and test the scanner in the known working lane if it is not working then consider Out of Box Failure.
- Swap the scanner back into the original lane. Contact vendor deployment support to confirm that the swapped back register displays in POSCentral.
- Blow out the USB/Power connection on the POS
- Reconnect scanner
- Follow original installation steps
- If the scanner is still facing, request deployment support rebuild the register (this takes proximally 2 hours).

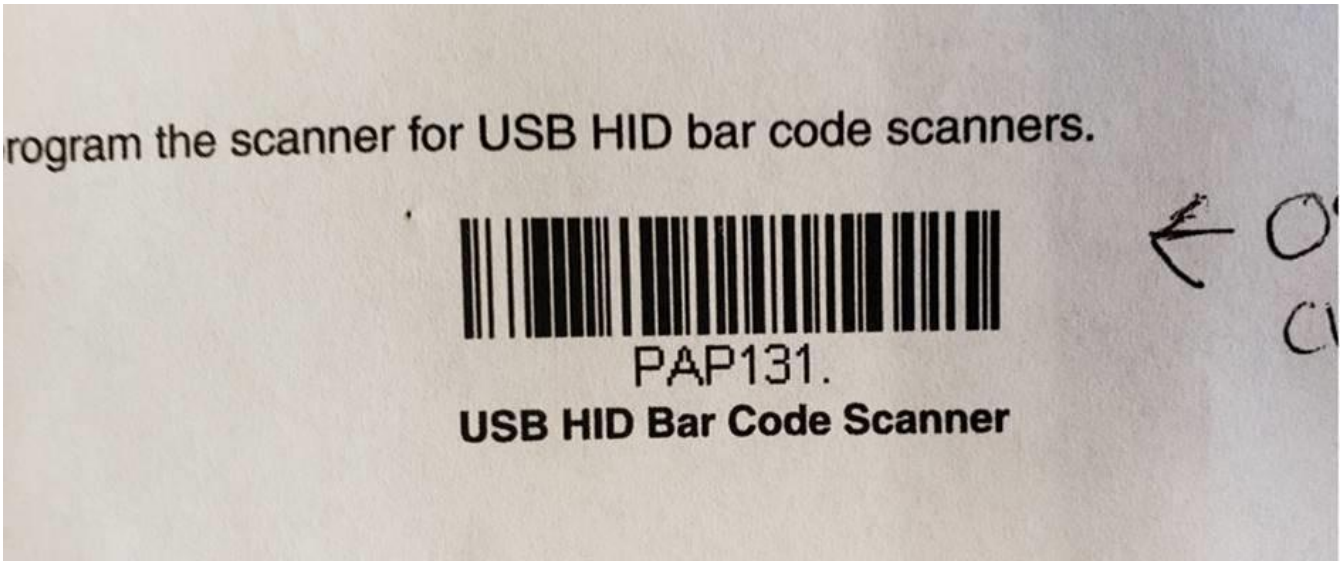
If the hand scanner is not working after rebooting, try the steps, below:

- verify HandScanner is plugged into one of the USB ports shown below labeled C – F in the red



- verify Hand Scanner has power by plugging the trigger

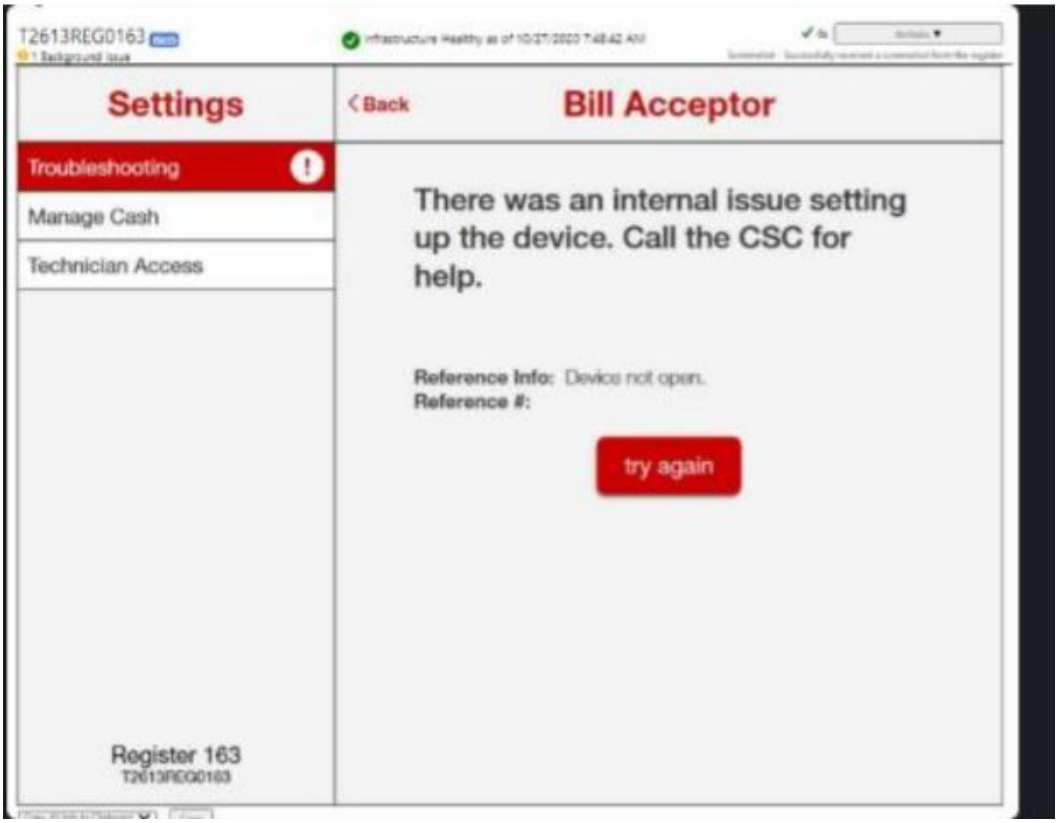
- Swap the hand scanner out with another working hand scanner and reboot
- Connect Hand Scanner to a different USB port labeled C–F located above and red box
- If the scanner is powered up and there is a negative beep and/or if the back light of the scanner is flashing red then try these steps.
    - With the register fully booted up and either logged in or on the Lane Closed screen, use the Honeywell hand scanner to scan the barcode below **2 times. The scanner will play a single tone indicating the barcode was successfully scanned.**



- Restart the register

Bill Acceptor Error: NOTE: the tech will normally see a generic error screen instructing a team member to log in rather than the Lane Closed screen. After a team member logs in, and they see the Bill Acceptor or similar error as shown below.

- Was the problem was present prior to installation?
    - Yes -Have the store call CSC and create a ticket.
    - No -Verify all cables in the register are seated properly and then reboot. If the problem persists, have the store call CSC and create a ticket.



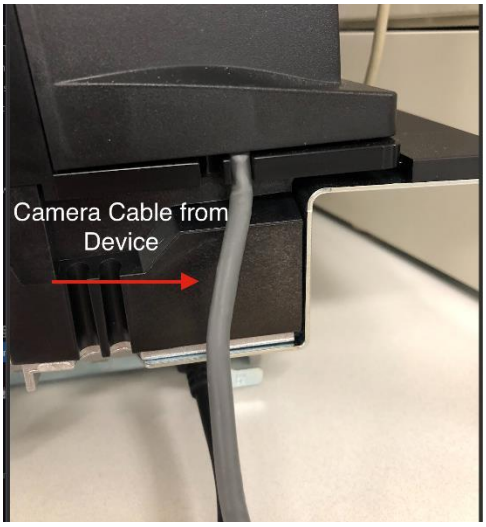
Flatbed side connections

Data USB Cable

Provides both power and connectivity. ***** This new cable that comes with the flatbed must be used; tech cannot re-use old cables***.** This cable must go into the POS port on the register.

Camera Cable

This is the cable for image scanner.

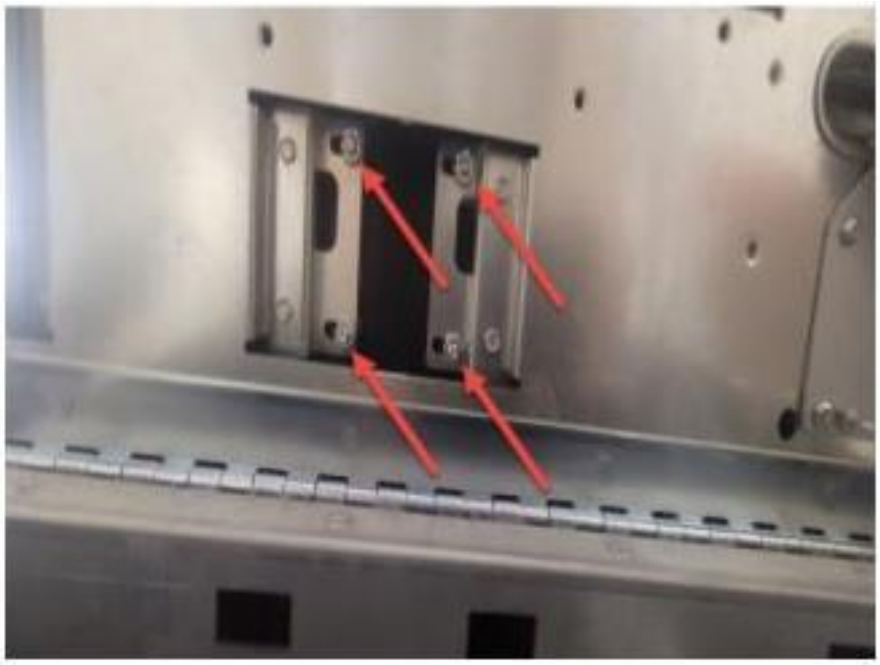


The below steps should be taken if you are completing a retro fit of the defective filler plates on SCOs that were installed as part of Zebra scanner rollout on SCOs.

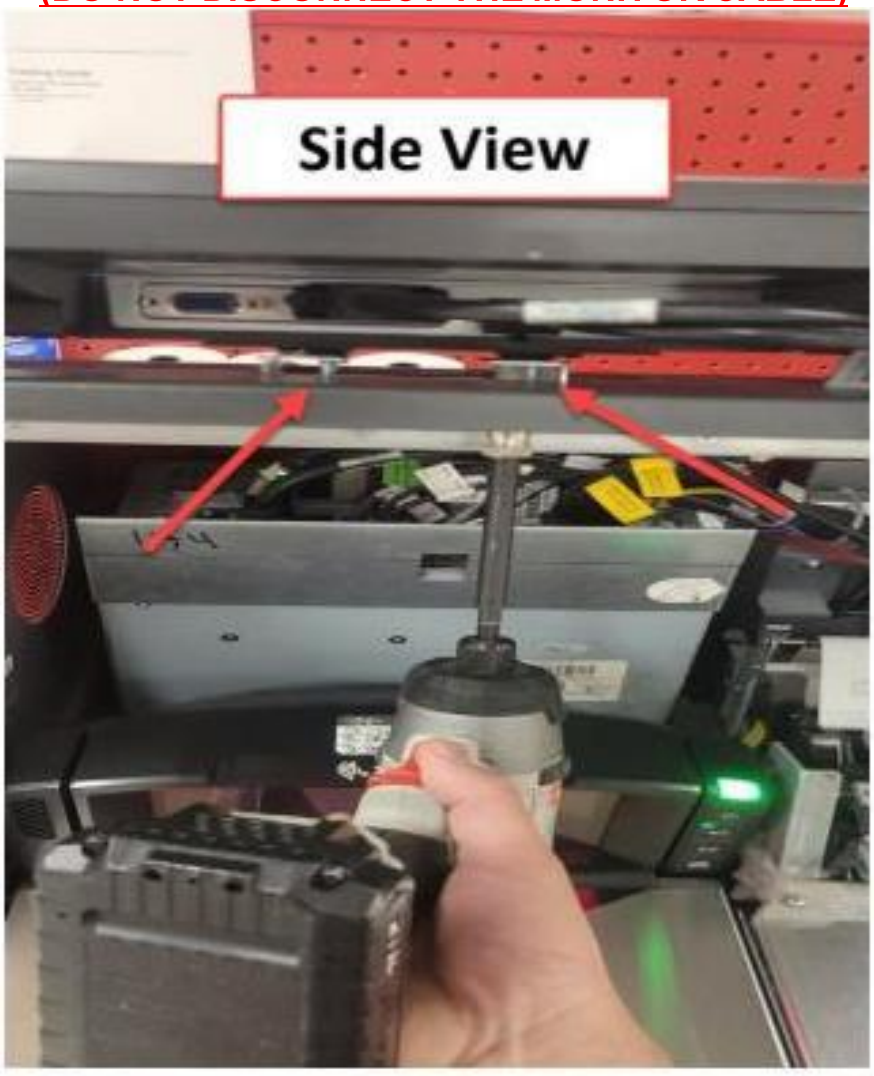
1. Locate the box of filler plates in the store. This shipment will come on the pallet with the rest of the hardware shipped to the store. The box should look much like the one below.
    a. If the screw-on filler plates are not located, contact your Deployment Support.

2. INSTALL THE NEW SCREW-IN FILLER PLATES:
    a. NOTE: some, if not most SCO's will already have adhesive filler plates installed. **You will need to REMOVE these before installing the new, screw-in, filler plates.**

b. The new screw-on filler plate will have (2) holes at the top to mount to the fixture door behind the monitor. See photos below.
c. Open the fixture door of the self-checkout register and look underneath the monitor. You will see (4) bolts that must be removed to move the monitor out of the way for the screw-on filler plate install.



(DO NOT DISCONNECT THE MONITOR CABLE)



d. With the monitor resting on top of the Self-checkout register door and moved out of the way, you will see (2) screws that must be removed in order to mount the new screw-on filler plate.

e. After mounting the filler plate, reinstall the monitor with the (4) bolts.
f. If calibration was disturbed during install – please contact your DS ASAP to schedule a calibration tech to come out and re-calibrate.
g. Please place old (adhesive) filler plates in recycling.

SUPPORT AND ESCALATION

Escalation Contact Information	When to Contact
• Vendor Deployment Support	Check in and initial troubleshooting
• Vendor Deployment support Level 2	When directed by deployment support
• Infrastructure Portfolio – POS team	After all troubleshooting steps have failed and L2 directs to contact POS.

Out of Box Failure

OUT OF BOX FAILURE CRITERIA

The following criteria must be met before a device can be deemed an Out of Box Failure (OBF). Contact deployment support for additional instruction:

If the scanner is not powered up or working after troubleshooting then it is OBF.

Can be considered an OBF within 30 days of install.

OUT OF BOX FAILURE REQUIRED DATA

- Serial # of unit (located underneath the “platter”)
- Model # of unit
- Details on the issues of the flatbed, how the flatbed is behaving, what errors they’re seeing, what lights are on/off, etc.
- Details on the troubleshooting steps the tech performed

TROUBLESHOOTING STEPS REQUIRED

Go to Page 16 - Troubleshooting

REORDER PROCESS

How to Order a Replacement Device

See RMA section below

Responsible Party

See RMA section below

When the Replacement is Needed

Submit replacement request by noon on West Coast for next day delivery

CHARGEBACKS

NA

RETURN MERCHANDISE AUTHORIZATION (RMA) PROCESS

How to Return Equipment

Contact Vendor Support

Where to Ship Defective Equipment

Contact Vendort Support

DEFINITION OF DONE

VERIFICATION AND VALIDATION

Turn on the register:

- Must heara beep when the register turns on and confirm there is an “GREEN” light on the scanner or scale.

- Register will go through a full hardware detection (approx. 20 minutes) and should come up working showing a “GREEN” light.
- The lane light will be red, when the lane is closed. Once the Team Member opens the lane, the light will change from red to green.
- Follow test procedure from post-install section to see if scanner is working fine.
- Verify with the Store Lead that the register is operating normally
-

Required Information

Vendor Deployment Support should see that the scanner or scanner/scale is "attached" and reporting a serial number in POSCentral.

CHECK OUT

Checkout with vendor deployment support before leaving the store.

DELIVERABLES

Submit deliverables immediately after installation.

This section does not apply here.

Upload the completed deliverables electronically with appropriate naming convention.

DEINSTALLATION AND REMOVAL

INSTRUCTIONS

Work with the site contact to ensure pallets are not on the sales floor and clutter is kept to a minimum. Use a cart, flatbed, or tubs instead of pallet jacks.

DO NOT cut any old cables during the installation in case a back out is required.

******* There is nothing to replace this device at this time. ********

Scrub/Wipe Information

NA

Recycle and Shipping Information

NA

Data Destruction Log

NA

Closing Store

The scanner will be remain installed in the SCO.

Reason for Removal

NA

UPDATES

Date of Update	Change Description	Changed By
07/292020/	Converted to form template	Wren Howell, Quinlan McWilliams
8/4/20	Additional P&E review	Kirk Ingram
9/11/20	Bundle Review	Tiffany Eckberg
1/5/21	Updated with additions from Allie's version	Kirk Ingram

Have all fields been completed? Type Yes or No, then click inside the next field to finish Yes

Update the Table of Contents before saving

CONTACTS

TargetDeploymentSupport@Crosscom.Com

Scale Calibration Document

Zebra MP7 Series Flatbed Scanner

(with scale)

Target Technology Services

Last updated: **December 10, 2020**

Implementation Document

Overview

Target is executing Small Format Stores, Full Remodels, and Multi-Location Special Projects across the nation. This will take the unwavering commitment and proactive collaboration of the entire team. Challenges will be encountered, but please utilize this document as a guide to resolve these challenges and achieve success in every implementation.

This document provides a broad range of information around Target Zebra MP7 Series Flatbed Scanner (with and without Scale) installation. If further clarification is needed, please reach out to the appropriate Rollout and Deployment resource from the *Contacts* information.

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Purpose

This document describes the following for: Zebra MP7 Series Flatbed Scanner (with scale)

- Calibration

DEVICE OVERVIEW

OWNER

Rick Walstrom

PLATFORM AND DEVICE DESCRIPTION

Platform: POS

Product Category: Scanner/ Scale

MANUFACTURER

Manufacturer Name: Zebra

Target's Universal Part Number: MP7 Series

Link to Target UPN List: (Not a user field, forthcoming)

VENDOR

Zebra

NETWORK

NA

ADDITIONAL INFORMATION

NA

Zebra Flatbed Scanner-Scale Calibration

Read Instructions Thoroughly Before Starting

- First, if working with a new MP70xx out of the box, you will need to calibrate the scale before starting. 30lb. of calibrated weights will be needed, 25lb. will be used for calibration, and 30lbs will be used for testing. You can also follow the instructions included in the MP7000 integration guide, or follow the simplified steps below. It would help if you exercised the scale from 0.00 to 30.00lb (full capacity) at least 3 times before entering calibration, by placing the entire scale weights box on the platter 3 times.

  NOTE: *The unit must be at normal room temperature before calibrating (this takes at least 30 minutes). Also, verify proper installation height in the check-stand and ensure there is no rocking motion when pressing on opposite corners of the scale.*

- To begin calibration, HOLD both the **ZERO** and **VOLUME** buttons simultaneously for over **5** seconds until a beep sounds (if no beep is heard, try again – the buttons must be pressed at the same time), then quickly tap the same 2 buttons again to confirm calibration mode.

A 5-beep sound sequence will sound if the calibration mode is successfully entered.

NOTE*: You will have to complete each step* ***within 30 seconds or it will time out****, and be sure to wait for each prompt on the 7-segment display to advance, or you will have to start over.*

- The 7-segment display in the vertical window should be scrolling "**C, 0, 0, Lb.**" at this point.

- Ensure the platter is installed on the scale properly and that nothing is on it, or touching the scale, then press the top "**ZERO**" button. The scale should respond with a single tone. The 7-segment display should then be displaying "**C, 2, 5, Lb.**".

- Place 25Lb of weight with calibrated scale weights onto the center of the scale platter, allow it to **settle for a second or two**, then press the "**ZERO**" button. The MP7000 should issue a single tone again and at that point the 7-segment display should show "**C, a, l**".

- Remove the 25lbs. of weight and then hit the "**ZERO**" button and the scale should respond with 3 quick beeps and reboot the scale. The calibration is complete.

- Test with the POS application once the device is configured and the setup completes. The calibration is complete if your testing validated a successful calibration, if not, repeat the calibration steps.

- Record the current programming cycle count and calibration cycle count to report to Weights and Measures when placing the unit in service. These are visible on the 7 segment display by pressing and holding (continuously holding) the "**ZERO**" button, and those values will cycle through on that display as a "**P#**" (program count) and "**C#**" (calibration count) to represent those values.

Out of Box Failure

OUT OF BOX FAILURE CRITERIA

The following criteria must be met before a device can be deemed an Out of Box Failure (OBF). Contact deployment support for additional instruction:

If the scanner is not powered up or working after troubleshooting then it is OBF.

Can be considered an OBF within 30 days of install.

OUT OF BOX FAILURE REQUIRED DATA

- Serial # of unit (located underneath the "platter")
- Model # of unit
- Details on the issues of the flatbed, how the flatbed is behaving, what errors they're seeing, what lights are on/off, etc.
- Details on the troubleshooting steps the tech performed

Required Information

Vendor Deployment Support should see that the scanner or scanner/scale is "attached" and reporting a serial number in POSCentral.

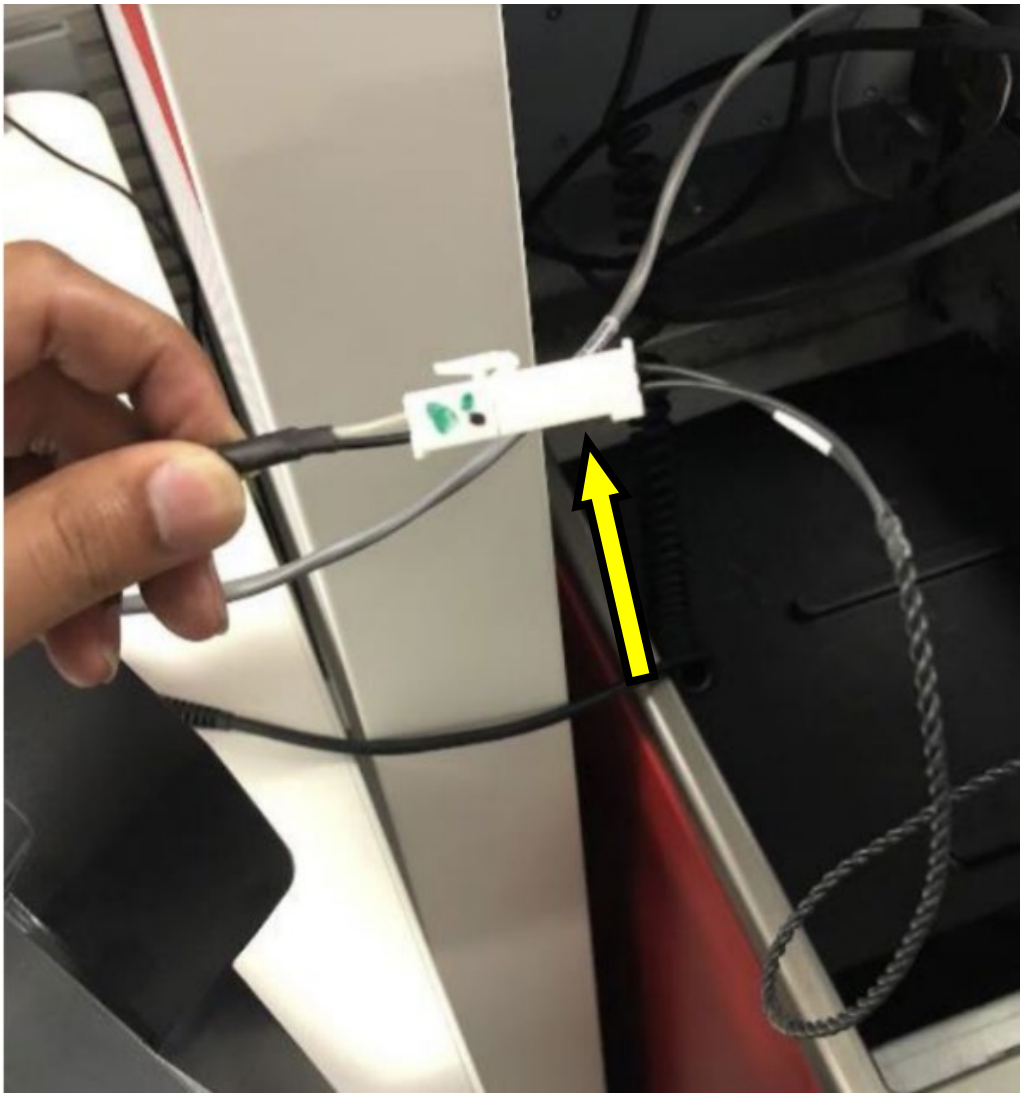
CHECK OUT

Checkout with vendor deployment support CrossCom before leaving the store.

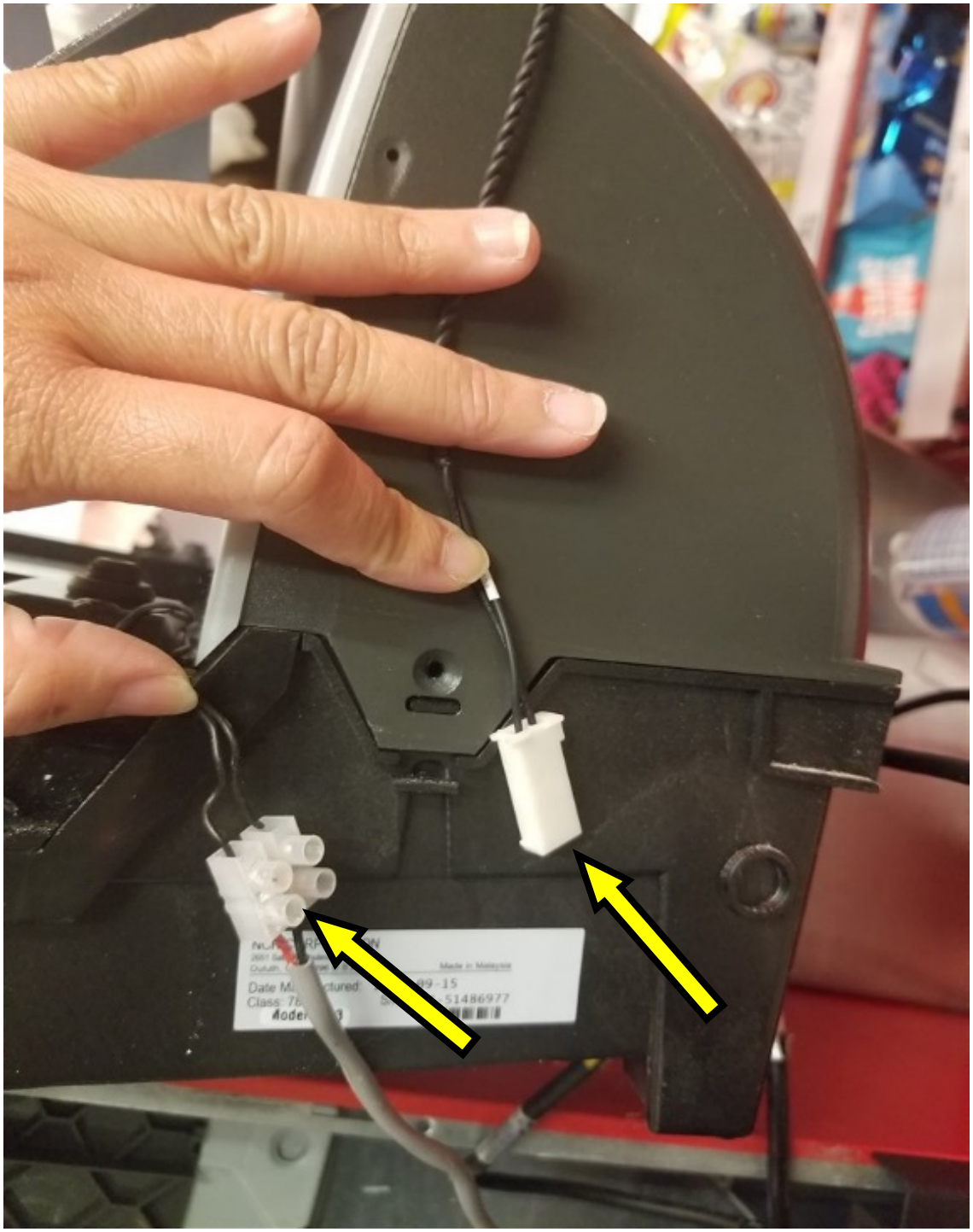
EAS Connector Issue Fix

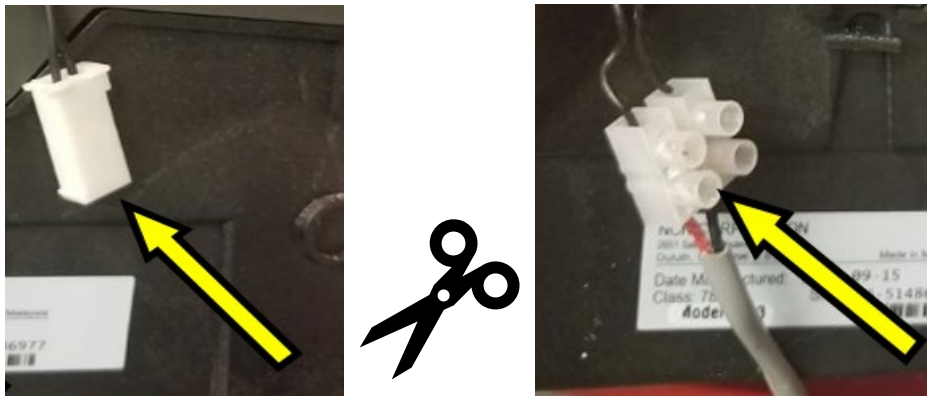
I put together a couple of example photos showing what we are finding on-site.

This first photo was taken from the installation guide. This shows the existing connector to the EAS device and the new connector on the flatbed scanners. They match up perfectly. No issue here.



This second photo shows what we are running into on various sites where is the existing connector for the EAS device is different than the connector that comes on the antenna wire for the new FB scanner. Issue here.





Step-1: Cut off the connector that is connected to the antenna wiring coming off the new flatbed scanner.

Step-2: Tech would then strip the wires back and connect them to the existing connector that has set screws so that we can terminate the wire and tighten the screws.

Screw-On Filler Plate Install

MC 3/26/21

The new screw-on filler plate box

Please locate this box immediately that should have come with the shipment of the new FB scanner/scales. This box would generally have the store number written on the side of the box and we'll have purple tape on it as shown in the photo below:

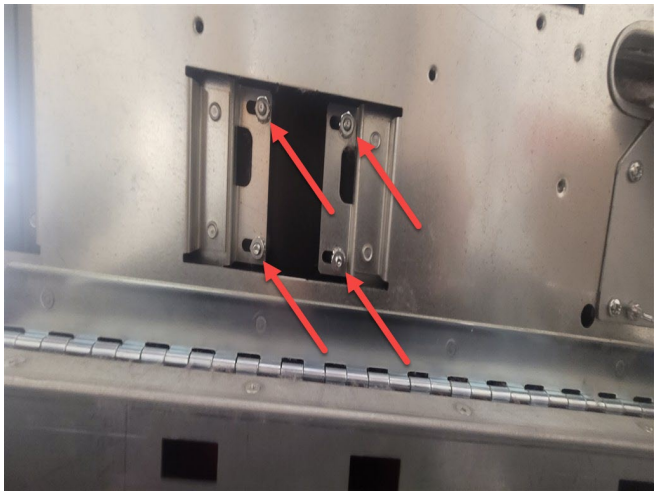
What does the new screw-on filler plate look like?

The new screw-on filler plate will have (2) holes at the top of it to mount to the fixture door just behind the monitor.

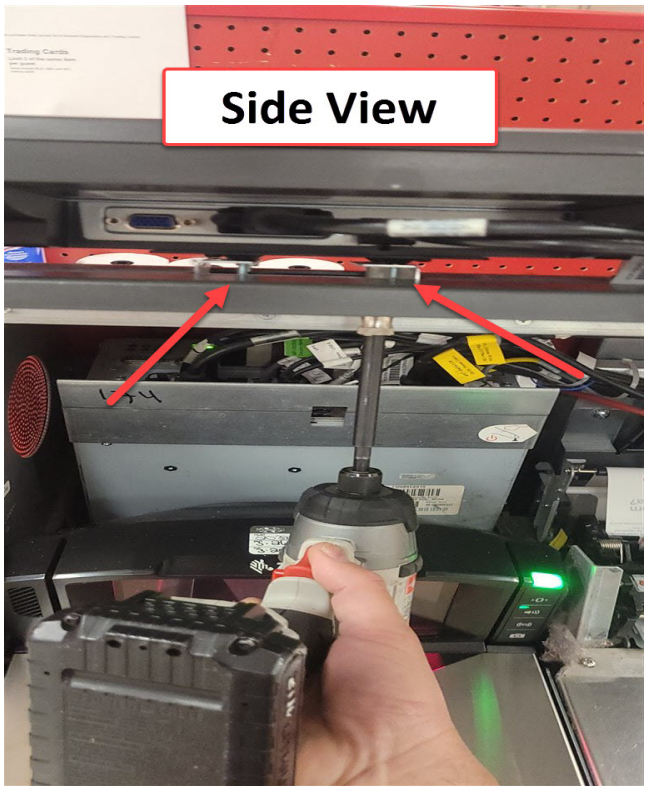
Please is photo below:

Now that I have the new screw-on filler plate how do I install it?

Once you open the fixture door to the self-checkout register and look up underneath the monitor you will see that there are (4) bolts that would need to be removed in order to move the monitor out of the way of the screw-on filler plate install.



(DO NOT DISCONNECT THE MONITOR CABLE)



Now that the monitor has been unsecured from the Self-checkout register door and moved out of the way you will now see (2) screws that will need to be removed in order to mount the new screw on filler plate.

That's it. If you have any questions reach out to CrossCom immediately. If the box full of the new screw-on filler plates is not on-site, CrossCom needs to know ASAP!