

General Metrologic FAQ's:

Q. How do I turn off UPC-A check digit?

A. UPC-A check digit is most likely the default setting on your scanner. To format the scanner so that it will not transmit UPC-A check digit, go to the Configuration Guide for your scanner model. The table of contents will guide you to the correct section. In that section, you will be able to scan a bar code to re-configure your scanner so that UPC-A check digit is no longer transmitted.

Q. How do I transmit Lead Zero on UPC-E?

A. Refer to the Configuration Guide for your scanner model, then scan the appropriate bar code to re-configure your scanner to transmit Lead Zero.

Q. How do I tell what the "mil" of my bar code is? What does "mil" mean?

A. "Mil" is a measurement. The width of the narrowest bar is the minimum mil size. To learn the "mil" of your bar code, please send a sample to Metrologic, and we will call you with the information.

Q. Why don't I get data to the screen when using RS-232 device driver?

A. You may be using the wrong communications port, RS-232 mode may not be enabled, or you may have the wrong baud rate. Refer to pages 64 to 66 of the Metro Select® Single Line Configuration Guide for a list of default settings and re-formatting bar codes.

Q. Is a power supply required when using Voyager for keyboard wedge?

A. In most cases, no. However, not all PC's supply enough current to power the scanner and a power supply will be required.

Q. Are the lasers in your scanners safe?

A. When the scanners are handled and installed properly, the answer is yes. Lasers are grouped in four classes. Class I is considered the least dangerous; Class IV requires strict control measures. Many Metrologic scanners have been designed to operate as Class II devices. According to the Laser Institute of America*, a Class II laser is defined as follows: "A Class II laser or laser system must emit a visible laser beam. Because of its brightness, Class II laser light will be too dazzling to stare into for extended periods. Momentary viewing is not considered hazardous since the upper radiant power limit on this type of device is less than the MPE (Maximum Permissible Exposure) for momentary exposure of 0.25 second or less. Intentional extended viewing, however, is considered hazardous."

*The Laser Institute of America is a professional society dedicated to fostering laser safety worldwide

Q. Can I connect my MS951-47 to my laptop?

A. No. You will need to order the MS951-48 single-ended scanner.

Q. Why does the keyboard lock up on my keyboard wedge scanner? The scanner beeps but nothing appears on-screen.

A. Make sure you are connected properly. A common mistake is to plug one end of the 'Y' cable into the mouse port, instead of the keyboard port.

Q. My keyboard wedge scanner worked on my old computer, but will not work with my upgraded system.

A. Check the voltage coming out of your keyboard port and compare to required voltage in your installation and users guide. Newer computers may not have sufficient power to run the scanner. If you do not have enough power to run the scanner, you may have to purchase a scanner with an external power supply.

Q. My RS-232 scanner beeps at the bar code but nothing appears on-screen.

A. The scanner simply transmits the information to the COM port. You must have a driver to pick up the information and insert it into your software. To test, download the RECV5 program

from Metrologic's download area and run the program. If the information shows up on the screen in RECV5, but not in your own program, you need a driver, which is not supplied by Metrologic. Drivers can be purchased from your own supplier.

Q. Is a power supply required for all Metrologic scanners?

A. Scanners equipped with Power Link cables do not require a separate power supply, provided that the PC/register is supplying adequate power.

Q. We're printing our own barcodes (most frequently Code 39), but why does my scanner read all of the standard barcodes except the ones I'm printing?

A. Code 39 barcodes require a "Stop" and "Start" character which is an *. If you would like to fax your bar code to Metrologic customer service, someone can confirm that this is the problem and advise you on how to correct it.

Q. How does the MX009 USB Cable operate?

It's simple! The scanner transmits the scanned data via RS232 communication to the MX009. The MX009 then converts the data from RS232 to either USB Keyboard or USB Point-of-Sale. The MX009 functions only with Metrologic scanners equipped with RS232 interface. Some older scanner models have only one interface available. For example, if your scanner is an MS951 with OCIA interface, the MX009 will not function with this product. However, all Power Link compatible scanners are equipped with the ability to communicate RS232 independent of the interface purchased. (All Power Link compatible scanners are easy to identify, because the cable is detachable).

Q. What is the difference between USB Keyboard and USB Point-of-Sale?

When the MX009 is set-up to communicate as a USB Keyboard, the scanned data will appear in the current application that is active on your PC. The data is entered just as if the keys were pressed on the keyboard. When the MX009 is set-up to communicate as a USB Point-of-Sale device, the data is transmitted to the USB port like RS232 data and the USB port must be configured like a COM port. The MX009 leaves the factory set for either USB Keyboard or USB Point-of-Sale.

Q. How is the MX009 configured for USB Keyboard?

The scanner communicates using RS232 protocol. The default RS232 settings of the scanner are used, namely 9600 baud, 7 data bits, 2 stop bits and space parity. In addition, the scanner uses ACK/NAK and XON/XOFF software handshaking, and the data transmission ends with both Carriage Return and Linefeed suffixes.

The 1st and 2nd prefixes are used to set the country of the keyboard; if the required prefixes are not in the data string.

Note #1 Please note, some of the older Metrologic products allow for a maximum of 2 prefixes. Because 2 prefixes are required for setting the country, custom prefixes cannot be set on these products. Please refer to the configuration guide for the number of configurable prefixes available on your product.

Note #2 If you are using a Power Link compatible scanner, and you require custom prefixes, you must begin with the 3rd prefix.

Note #3 When using USB Point-of-Sale, special prefixes are not required.