

Opticon Troubleshooting Guide (OPH)

For the Church Point Wholesale Customer

Condition: You need to delete an order

Deleting an order is simple. If you are at the main screen, you should hit Option 5 Utilities," Option 2 "Applications," and Option 1 "Delete Orders." It will prompt you to confirm that you want to delete your entire order and you must press "F1" to confirm. When it takes you back to the "Applications" menu it is complete. You will know it is completely erased if you try to place a new order. If an order is already placed, it will ask you if you would like to continue adding to a previous order. If there is not, it will take you directly to the "Scan Item" screen.

Condition: OPH cannot connect

There are a number of reasons why an OPH will not connect to our server. Some of these reasons are outside influences we cannot control, such as bad phone connections or even a faulty device. However, here are the tips we can use to determine the severity of the issue.

Phone Line Plugged In - Ensure that the phone line is plugged into the cradle. Unlike the CIPHERLAB, there is only one phone jack located on the back of the cradle.

Cradle has power - Make sure the cradle has power going to it. If plugged in properly, the "power symbol" (the first symbol from the left) will have a solid red light above it.

OPH is seated properly in the cradle - You may not know this, but the handheld must be seated into the cradle in order for any orders to transmit, or to receive any updates. If an Opticon is set into a cradle properly, a light at the very top of the device (above the logo) will turn on, either a bright green or a bright red depending on the conditions.

Incorrect Phone Number: It is highly unlikely that an OPH is set with an incorrect phone number, though it is possible that it may have been altered accidentally. Ensure that one of these two phone numbers are programmed by doing the following: Option 5 "Utilities," Option 1 "Communications," Option 1 "Phone Number," and ensure that one of these two numbers are entered: "13376849861" or "13376840218." You can edit the phone number by pressing "BS" to erase the number one digit at a time, then entering a new number. Pressing "CLR" will forget any changes made and retract back to the "Communication" menu. Pressing "ENT" will save any changes made to the phone number.

Dial Tone: One of the first things the device checks for when attempting to connect is for a dial tone over the phone line. If a dial tone cannot be heard, the machine will prompt a connection error. Ensure that the phone line is in working order.

Condition: OPH displays "Item is unlisted and cannot be accepted" when scanning items:

In a rare occurrence, your pricebook has been wiped from its device. At the moment, the only known way to rectify it is with two full updates. After the two full updates, if you still still get this error when scanning, then a new device must be programmed and overnighted to you immediately, subject to availability. Be aware that you must return the faulty OPH with the same urgency.

Condition: White Screen, Nonresponsive:

Remove the battery, wait about ten seconds, and replace the battery. If the problem persists, the device must be replaced immediately. Please contact Church Point Wholesale immediately and request a replacement.

If none of these troubleshooting tips rectifies the issue, contact technical support immediately. For expedited service, Technical Support will use more advanced troubleshooting techniques to determine your issue, and will figure that you have tried every technique on this page prior to transfer.