

# ScanCast™ Troubleshooting Guide Template



## READ ME:

This document is to be used by the ScanCast™ Product Management Team to create/update ScanCast™ Troubleshooting Guides.

### 1. Process Overview:

- a. This Template is to be used by the ScanCast™ Product Management Team
  - i. Update text in the fields, and use a numbered list to outline resolution steps
  - ii. Drag and drop barcode images into the built in tables
  - iii. When the document is complete, or the updates have been made, save the template as a new document, using the following structure:
    1. **“ConsortiEX – ScanCast – Troubleshooting – [Model Number] – [Vendor Name]”**
  - iv. The ConsortiEX Marketing Team will complete a final review of the word document to ensure company branding guidelines are followed, typos, etc.
  - v. The ConsortiEX Marketing Team will export the word document as a printable PDF, and send back to the ScanCast™ Product Management Team for final approval.
  - vi. The ConsortiEX Marketing Team will post the new/updated document in the appropriate locations.

### 2. How to Use

#### a. Direct Type

- i. Click into the section/line on the template, and type over the existing text. Use ‘enter’ to add new lines, and ‘tab’ to add indents as needed.
- ii. ‘Shift+enter’ will add a line without creating a new bullet point.
  1. This should be used when adding images of barcodes.
  2. All Barcode images should be sized to: 0.64 x 0.64 – click the image to open Picture Format tab, sizing options are on the upper right.

#### b. Copy/Paste

- i. Copy and pasting is possible. Simply copy the text from your source document, and paste as “keep text only”.
  1. You MUST paste as “keep text only” if you paste normally, you will overwrite the template formatting.
- ii. Paste as text only from the home tab, in the top left, click the small arrow next to the clipboard

**Note: The ScanCast™ Product Management Team is responsible for ensuring the technical accuracy of all language on any created documents. The Marketing Team will validate company branding guidelines are followed, and provide editing for typos, etc.**



## Medication Receiving Process: Omnicell Central Pharmacy Manager (CPM) with Verify on Receipt™ and ScanCast™ Troubleshooting

ISSUE	RESOLUTION
<b>Module is not passing information to the CPM Machine (LED lights on with flashing yellow)</b>	<ol style="list-style-type: none"> <li>1. Verify the module is connected by USB to the CPM machine.</li> <li>2. Verify the module is properly connected to the ScanCast chain (See Setup Guide).</li> <li>3. Pair ScanCast to the CPM Machine Using the 'Utilities' &gt; 'Acquire Scanner' Menu</li> </ol>
<b>Flashing LED light has gone solid (on or off) and does not recover</b>	<ol style="list-style-type: none"> <li>1. Unplug the Module from the USB and Plug the Module back in.</li> <li>2. If the error occurs again after scanning a barcode, contact support with an image of the barcode which caused the issue.</li> </ol>
<b>ScanCast is modifying the Qty of the items when scanning a product, and this is undesired behavior.</b>	Scan the ' <b>Qty on Request</b> ' configuration barcode (See Barcode Sheet).
<b>After pairing ScanCast, a scanned product will be typed out, not captured by CPM.</b>	<ol style="list-style-type: none"> <li>1. Pair the ScanCast,</li> <li>2. after pairing is successful, Pair ScanCast a second time (See pairing sheet).</li> </ol>

**When products are Scanned, most are accepted by CPM, but some create a popup asking to associate a barcode. The product likely has an entry in the CPM database that does not match what ScanCast sent.**

1. Ensure ScanCast is sending the format desired  
(See Barcode Sheet)
2. Associate the product in CPM with the barcode given by ScanCast.

**ScanCast Troubleshooting Guide**  
**SCRXOCPM**  
**Omnicell Central Pharmacy Manager (CPM)**

