Medication Receiving Process: RI110081 with Verify on Receipt™ and ScanCast™ Troubleshooting

ISSUE	RESOLUTION
Module is not passing information to the vendor machine (LED lights on with flashing yellow)	1. Verify the module is connected by USB to the vendor machine. 2. Verify the module is properly connected to the ScanCast chain (See Setup Guide). 3. Pair ScanCast to the vendor Machine Using the 'Utilities' > 'Acquire Scanner' Menu
Flashing LED light has gone solid (on or off) and does not recover	1. Unplug the Module from the USB and Plug the Module back in. 2. If the error occurs again after scanning a barcode, contact support with an image of the barcode which caused the issue.
ScanCast is modifying the Qty of the items when scanning a product, and this is undesired behavior.	Scan the '**Qty on Request**' configuration barcode (See Barcode Sheet).
After pairing ScanCast, a scanned product will be typed out, not captured by vendor solution.	1. Pair the ScanCast, 2. after pairing is successful, Pair ScanCast a second time (See pairing sheet).

When products are Scanned, most are accepted by vendor, but some create a popup asking to associate a barcode. The product likely has an entry in the vendor database that does not match what ScanCast sent.	1. Ensure ScanCast is sending the format desired (See Barcode Sheet) 2. Associate the product in vendor database with the barcode given by ScanCast.