Troubleshooting Guide: ScanCast™ RI120078 with
Verify on Receipt™

ISSUE	RESOLUTION
I want/don't want to have the lot number for the product I scanned entered in the program	Scan the Lot Enabled/Disabled barcode to turn on/off the output of lot numbers respectively Lot Enabled Lot Disabled
The ScanCast unit is not outputting into the program, and the lights are off	Plug the USB from the ScanCast into the computer running the program.
The ScanCast is not outputting into the program, and the lights are on with the amber LED flashing	1. Check that the ScanCast cable chain is connected properly, refer to the setup guide. 2. The unit may be waiting for the user to scan a specific barcode. Scan Reset to return the unit to a known state. Reset 3. The unit may have been disabled Scan the Enable barcode to leave this state and resume operation Enable
I am getting unexpected output from the ScanCast unit	Using the SOP verify you have the ScanCast set to the correct state of Single Scan Mode (SSM) ON/OFF SSM ON SSM OFF

When I scan an Item into the program I get an error that the item was not found	The item scanned did not match the reference in the database, the barcode must be added to the database to have the program recognize the product.
I scanned an item, but the item data was typed in somewhere outside of program, or it was not seen at all	The cursor was not in the program's entry text box, click into this box, Scan Reset and try scanning again. Reset